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**TELEPHONE SYSTEMS MANAGEMENT**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction contains guidelines and procedures for managing Air Force telephone systems. It implements Air Force Policy Directive (AFPD) 33-1, *Command, Control, Communications, and Computer (C4) Systems*; United States Comptroller Decisions B-199793, January 27, 1982; B-217996, October 21, 1985; and B-223837, January 23, 1987; Defense Information Systems Agency Circulars (DISAC) 310-70-78, *DSN Phase I Systems Management Guide*; and 310-130-1, *Submission of Telecommunications Service Request*; Chairman of the Joint Chiefs of Staff Instructions (CJCSI) 6211.02A, *Defense Information System Network and Connected Systems*, 22 May 1996, and 6215.01, *Policy for the Defense Switched Network*, 1 February 1995; and Department of Defense Directives (DoDD) 4640.1, *Telephone Monitoring and Recording*, January 15, 1980, with Change 1; 4640.6, *Communications Security Telephone Monitoring and Recording*, June 26, 1981; and 4640.13, *Management of Base and Long-Haul Telecommunications Equipment and Services*, December 5, 1991. **Military personnel who violate paragraph 8.3. of this Air Force instruction (AFI) are subject to punitive action under Article 92 of the Uniform Code of Military Justice (UCMJ). Violations of paragraph 8.3. by civilian employees may result in administrative or other disciplinary actions under AFI 36-704, Discipline and Adverse Action.** Send recommended changes or comments to Headquarters Air Force Communications Agency (HQ AFCA/XPPX), 203 West Losey Street, Room 1060, Scott AFB IL 62225-5233, through appropriate channels, using Air Force (AF) Form 847, **Recommendation for Change of Publication**, with an information copy to HQ AFCA/GCLV, 203 West Losey Street, Room 3065, Scott AFB IL 62225-5234. Refer to [Attachment 1](#) for a Glossary of References and Supporting Information.

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(AFSPC) The OPR for this supplement is AFSPC CSS/SCIS (Mr. Albert J. Bonifer). This supplement implements and extends the guidance of Air Force Instruction (AFI) 33-111, *Telephone Systems Management*. The AFI is published word-for-word without editorial review. Air Force Space Command (AFSPC) supplemental material is indicated in bold face. This supplement describes AFSPC's procedures for use in conjunction with the basic AFI. This instruction applies to HQ AFSPC, subordinate units, and all organizations receiving telephone support from AFSPC assets.

**This supplement does not apply to Air Force Reserve Command nor Air National Guard units. Upon receipt of this integrated supplement discard the Air Force basic publication.**

### ***SUMMARY OF REVISIONS***

**This document is substantially revised and must be completely reviewed.**

This revision reflects changes in use of Defense Switched Network (DSN) for Health, Morale, and Welfare (HMW) calls (paragraph 6.); defines Air Force policy on use of 1-900 services (paragraph 13.); provides guidance on lead telecommunications cables (paragraph 16.); addresses single-line concept policy and waiver (paragraphs 18. and 19.); defines usage of cellular and mobile telephone service (paragraph 20.); and incorporates telephone systems security guidelines (*Section I*). The | preceding the publication title indicates a major revision from the previous edition.

**(AFSPC) This publication needs to be reviewed in its entirety. A bar (|) indicates a revision from the previous edition.**

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***Section A—Telephone Service Procedures.***

**1. Requesting Telephone and Telephone-Related Service.**

**1.1. MAJCOM and Base Communications and Information Systems Officer (CSO):**

1.1.1. Process requirements to add, change, or delete telephone service according to [AFI 33-103, Requirements Development and Processing](#), and MAJCOM supplemental procedures.

1.1.2. Establish a communications service authorization (CSA), using AF Form 1218, **Request for Communications Service**, in areas where a public utility commission requires tariff or regulated services (e.g., central office trunking, business lines, foreign exchange [FEX] service).

1.1.3. Get competitive bids through appropriate procurement channels for untariff and unregulated services.

1.1.4. Use AF Form 1218 to establish new CSAs or to submit changes to existing CSAs.

**1.1.5. (Added-AFSPC) AF Form 1218, Request for Communications Service for AFSPC units/sites must be forwarded to AFSPC CSS/SCIS, 150 Vandenberg St., Suite 1105, Peterson AFB CO 80914-4730, for processing and submittal to the contracting officer. Any changes required to an existing Communications Service Authorization (CSA) must be**

requested via AF Form 1218 and approved by the contracting officer before authorizing vendor to proceed. Formal training in AF Form 1218 preparation is provided by 38 LS/LGCX at Tinker AFB OK. Request training allocations through AFSPC CSS/SCIS.

**1.1.6. (Added-AFSPC) Base Communications and Information Systems Officer (CSO) develops tracking methods to ensure maximum limit authorizations are not exceeded. When maximum limits reach 80 percent, AF Form 1218 will be submitted IAW paragraph 1.1. for maximum limit increases.**

**1.2. MAJCOMs:**

1.2.1. Establish procedures ensuring new or changes to existing CSAs are consistent with Defense Federal Acquisition Regulation Supplement (DFARS), Part 239, Subpart 239.74, *Telecommunications Services*, policy.

1.2.2. Establish procedures requiring the base CSO to verify proposed leased regulated services do not exceed CSA authorizations.

1.2.3. Monitor CSA authorizations under their control for adequate funding authority and decentralized reporting of expenditures.

1.2.4. Make sure installations consider residual value and obtain contractor estimates of regulated lease costs when completing CSA economic analysis.

**2. Competitive Long Distance Telephone Service.** Follow the guidelines in [AFI 33-116](#), *Long-Haul Telecommunications Management*, to request competitive long distance telephone service. Major commands (MAJCOM) may provide flat-rate, long distance, nonreimbursable telephone service to tenants authorized Class A-1 service if the host base also uses this service. When the host base does not require flat-rate, long distance service, such a service is a special requirement, and the tenant must pay for it.

**3. Long Distance Calls From Base Telephones.**

3.1. Use DSN, not commercial long distance carriers, to call other DoD activities unless DSN service is not available in a timely manner.

3.2. Federal Telecommunications System (FTS)-2000 and International Direct Distance Dialing (ID3)(formally International Switched Voice Services) are authorized commercial long distance networks (see paragraph [12.](#)).

3.3. For verification purposes, document all commercial long distance calls (i.e., AF Form 1072, **Authorized Long Distance Telephone Calls**, or equivalent). When a call accounting system is used (e.g., telephone call accounting software [UCALL], UCALL combat information transport management subsystem, etc.), AF Form 1072 or equivalent is not required.

3.4. Callers without direct long distance dialing capability must request a control or billing account number from their telephone control officer (TCO). Give the control or billing account number to the base switchboard operator.

3.5. Program all base telephone switches, including contract-maintained and leased telephone switches, to block the use of FTS-2000 for dialing local telephone numbers or chargeable directory assistance telephone numbers. Allow the capability to dial directory assistance telephone numbers to the base switchboard.

**3.6. (Added-AFSPC) In an effort to keep the number of direct access long-distance telephone service users and phones to a minimum, the base switchboard will place calls for long-distance users who do not justify direct access to the FTS-2000.**

**4. Collect Calls to Air Force Installations.** The wing commander makes local policy for handling incoming official collect calls.

**4.1. (Added-AFSPC) If/when a wing commander authorizes acceptance of collect calls, AF Form 1218 must be submitted by the base CSO to obtain CSA authorization to ensure contractor vehicle is in place to allow payment for collect calls.**

**5. Personal Calls Over Official Telephones.** Commanders and supervisors may allow personal calls during work hours using the government land line telephones if:

5.1. The telephone call does not interfere with official duties.

5.2. The calls are of reasonable duration and frequency, and whenever possible, made during the employee's personal time such as after-duty hours or lunch periods.

5.3. The telephone calls serve a legitimate public interest (such as usage reduces time from the work area or improves unit morale).

5.4. The telephone call does not reflect adversely on DoD or the Air Force (e.g., calls involving pornography; unofficial advertising, soliciting, or selling; and inappropriately discussing classified information).

5.5. The government does not incur any long distance or per-call charges above and beyond normal local charges. Determine normal local charges based upon historical averages.

**5.6. (Added-AFSPC) FTS-2000 can be used for urgent emergency personal calls. These calls must be cleared through local commanders and supervisors.**

**6. Health, Morale, and Welfare Calls.** HMW calls are authorized over the DSN as prescribed in CJCSI 6212.01 and modified by CJCSI 6211.02A. HMW calls are not authorized on FTS-2000.

6.1. HMW calls are authorized for military and Department of the Air Force civilians when:

6.1.1. In an unaccompanied status at overseas or remote geographic locations. Unaccompanied status is defined as separation from immediate family (anyone living within the immediate household).

6.1.2. Performing extended temporary duty for more than 14 days.

6.2. Military and civilian member's immediate families are permitted to place calls as part of the Family Support "Hearts Apart" or similar programs.

6.3. Place HMW calls at routine precedence, normally not to exceed 15 minutes.

6.4. HMW calls should not exceed a reasonable frequency that is considered no more than once a week. *EXCEPTION:* Emergency calls may exceed this threshold.

6.5. Extending HMW calls to a commercial number (off-netting) is authorized, provided it does not interfere with operational requirements, and the government does not incur any additional cost. If the

call incurs a toll charge, base operators may extend the call if the caller uses a credit/calling card to charge the call or the called party agrees to accept the charges.

6.6. Conduct continental United States (CONUS) on-netting of HMW calls as part of the Family Support “Hearts Apart” or other similar programs.

6.7. To maximize customer service without degrading mission requirements, base CSOs should establish and publish the best times to make HMW calls.

6.8. For overseas locations, commanders-in-chief (CINC) should establish policy (according to CJC-SIs 6215.01 and 6211.02A) for positive control of on-net and off-net access within their areas of responsibility. Make sure the use of DSN for HMW calls is in compliance with theater CINC policy.

## 7. Official Telephones in Personal Quarters.

7.1. United States Comptroller Decisions B-199793 and B-223837 permit certain officials to have government-assigned telephones in their quarters. Do not delegate the authority to members below wing commanders or equivalent levels. Base such designations on functional position and mission impact.

### 7.1. (AFSPC) Authority to designate official telephones in personal quarters resides with wing commanders.

7.1.1. See [Attachment 2](#) for conditions and arrangements for official telephone service in quarters.

7.1.2. Personnel authorized official telephone service in quarters must provide separate personal telephone service at their own expense from the local commercial telephone company or the government-furnished exchange (Class B service.) See paragraph [23.1](#).

7.1.3. When local, unofficial service is unavailable or the waiting period for service is unacceptable, the MAJCOM/SC may waive the requirements of paragraph [7.1.2](#). to permit dual usage of the official telephone. The user must pay:

#### 7.1.3. (AFSPC) Waivers for unofficial services in quarters can be requested from AFSPC CSS/SCI, 150 Vandenberg St., Suite 1105, Peterson AFB CO 80914-4730.

7.1.3.1. The one-time cost, if any, for conversion to this service.

7.1.3.2. A monthly service charge equal to the charge for Class B service.

7.1.3.3. The cost of toll calls or other charges for unofficial use.

7.2. Flexiplace/Telecommunicating Support to Alternative Work Sites. Public Law 104-52, *Treasury, Postal Service, and General Government Appropriations Act, 1996*, Section 620, provides that appropriated funds may be used to install telephone lines, and necessary equipment, and to pay monthly charges, in any private residence or private apartment of an employee who is authorized to work at home in accordance with guidelines issued by the Office of Personnel Management: Provided that the head of the department, division, bureau, or office certifies that adequate safeguards against private misuse exist, and that the service is necessary for direct support of the agency's mission. (Title 31 U.S.C. Section 1348, *Telephone Installation and Charges*).

7.2.1. Unit commanders, in coordination with the local personnel office, may authorize personnel to work at an approved flexiplace location. Unit commanders may also authorize the installation

of a personal computer, applicable software, modems, fax machines, and data (telephone) lines to support access at the alternate work location (see Federal Personnel Manual System, FPM Letter 368-1 dated 26 March 1991, Subject: Federal Flexible Workplace Project; and Public Law 104-52, page 109 STAT 468, Section 620 [Title 31 U.S.C. Section 1348]). Unit commanders should work with the supporting communications unit to identify the necessary support requirements and restrictions.

7.2.2. The unit commander authorizing the alternate work location must:

7.2.2.1. Determine government-provided communications service is necessary for direct support of the agency's mission.

7.2.2.2. Fund for necessary equipment and phone lines necessary to support the mission.

7.2.2.3. Make sure the alternate work location is an economical option to having the individual work in the office.

7.2.2.4. Authorize payment for installation and monthly recurring charges.

7.2.2.5. Certify that adequate monitoring capabilities and safeguards against private misuse exist. Such certification should accompany signed employee flexiplace agreement.

7.2.2.6. Account for government-provided equipment on a hand receipt and inventory annually.

7.2.3. After approval, base communications units will work with the requiring activity to establish the service and required safeguards.

7.2.4. Because of the restrictions pertaining to the use of appropriated funds to support telephone service in private quarters, requiring unit commanders must certify that support requested under this provision is for an approved flexiplace location as defined by Air Force personnel guidance. Certification must accompany the communications and information systems requirement and be retained by the communications office as long as service or equipment is provided to the flexiplace location.

## **8. Using Calling Cards (Credit Cards, Including International Direct Distance Dialing Service).**

8.1. MAJCOM commanders may approve the use of telephone calling cards. They may delegate this authority to the wing commander.

**8.1. (AFSPC) The wing commander approves the use of long-distance telephone calling cards on the base. This may be delegated to the Base CSO.**

8.2. Cardholders must sign the following statement and calling card/credit card issuers must keep the signed statement on file as long as the person has the card:

"I (name) acknowledge receiving telephone calling card number (number) on (date). I further acknowledge that this card is for official use only. I must safeguard this card from loss and fraudulent or unofficial use. My failure to do so may result in disciplinary action and direct billing. I agree to return the card to the issuing office when I am transferred, separated from the service, or no longer require it to perform my official duties."

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(Signature)



8.3. Calling cards are issued for official use only. Military cardholders who use the card for unofficial use violate Article 92 of the UCMJ and are subject to disciplinary action. Similarly, unofficial use by a civilian employee may result in administrative disciplinary action under [AFI 36-704](#).

8.4. Each cardholder must provide the TCO with sufficient information to complete Air Force Form 1072, or equivalent, before the end of each month.

8.5. Host MAJCOMs may permit using calling cards from home station. The host must fund costs according to [AFI 65-601V1](#), *Budget Guidance and Procedures*.

**8.5. (AFSPC) Long-distance telephone calling cards may be used from home station for official calls; user determines need.**

### *Section B—Responsibilities for Telephone Service.*

## **9. Major Commands.**

9.1. Make sure installations under their command complete annual physical inventories of all leased telephone services used on the installation.

**9.1.1. (Added-AFSPC) Certification of funds for the next FY will be provided to AFSPC CSS/SCIS not later than 1 Aug of the current year. Base CSOs will provide their internal control procedures to AFSPC CSS/SCIS. Base CSOs are responsible for compliance with this instruction. Administrative or disciplinary action is the responsibility of the Base CSO.**

9.2. Make sure installations establish internal controls over leased telephone services and monthly lease payments.

9.3. Conduct reviews to determine if installations have a complete and valid inventory of base telecommunications equipment and services, and have established inventory controls.

9.4. Require installations under their command to validate the telephone bill as official, before authorizing payment. See [Section G](#) for billing procedures.

9.5. Provide CSA training for personnel who process regulated telecommunication services.

9.6. Obtain advice on legal issues from HQ AFCA/JA. HQ AFCA/JA represents the Air Force on legal issues related to telephone system. They provide advice and assistance to base communications and legal offices on telephone issues.

## **10. Base Communications and Information Systems Officer.**

10.1. Operations. The base CSO or a designated representative:

10.1.1. Ensures telephone service meets installation mission requirements and complies with DoDD 4640.13.

10.1.2. Supervises overall operation and maintenance of base telephone and telephone-related facilities. The CSO does not supervise customer-owned telephone devices.

10.1.3. Inventories leased telephone services annually; reconciles all discrepancies; updates the inventory for added or deleted services; and verifies the amount and type of service authorized on the CSA.

10.1.4. Controls on-and or off-netting to ensure it doesn't negatively affect the overall base mission.

10.1.5. Verifies how much government-owned base telephone equipment or circuits a contractor uses and gives this information to the appropriate contracting officer for payment.

10.1.6. Conducts voice operations according to Allied Communications Publication (ACP) 134, (C) *Telephone Switchboard Operating Procedures (U)*.

10.1.7. Certifies to the base accounting and finance office (AFO) that charges and services are proper and correct and verifies credits. See *Section G* for billing procedures.

10.1.8. Requests reimbursement for overpayment of telephone billing charges from servicing vendors.

10.1.9. Maintains a master list of numbers and locations of coin-operated and coinless (calling card) telephones on the base. (**NOTE:** These telephones will still operate if the base telephone switch fails.)

10.1.10. Establishes local policy and provides guidance to TCOs.

10.1.11. Establishes a customer education program.

10.1.12. Establishes guidelines to ensure FTS-2000 users are informed of the proper procedures to report mis-dialed or wrong numbers.

10.1.13. Briefs all TCOs on their duties and responsibilities.

10.1.14. Hold personnel (including unit TCO) responsible and accountable for implementing this instruction and its billing controls; and initiate appropriate administrative or disciplinary action when these individuals do not comply.

10.2. Maintenance. The base CSO or a designated representative:

10.2.1. Sets up positive controls to prevent unauthorized telephone switching system software modifications except from specific programming and maintenance stations.

10.2.2. Appoints personnel to secure the remote diagnostic support (RDS) service. Provides maintenance diagnostics from these positions or from RDS facilities conforming with the criteria in [Section I](#).

10.2.3. Establishes procedures to promptly restore telephone service:

10.2.3.1. Compiles a circuit restoration priority list and updates annually or sooner if mission requirements dictate a change.

10.2.3.2. Validates the list with base-level authorities following initial compilation and each update.

10.2.3.3. Gives a copy of the restoration priority listing to the servicing commercial telephone company. This list should only include circuits required to accomplish the mission.

10.2.3.4. Prepares emergency procedures to restore contractor or Air Force-owned and maintained systems.

10.2.3.5. Ensures that emergency procedures include criteria for notifying the local security and law enforcement office, the local Air Force Office of Special Investigations (AFOSI), and

the procuring contracting officer, if any.

10.2.3.6. Asks the contracting officer to find out if the government must pay for repairs to leased systems for damage caused by an act of nature.

10.3. Construction. The base CSO or a designated representative:

10.3.1. Monitors construction activity to protect government-owned or commercially leased systems cables (aerial and buried) during excavation or construction and ensures digging permits are reviewed and processed prior to any excavation work.

10.3.2. Makes sure communications personnel follow [AFI 32-1031](#), *Operations Management*, when excavating for communications cables or facilities.

10.3.3. Maintains liaison with base civil engineers, communications systems engineers, appropriate servicing contracting officers, commercial telephone companies, and other agencies responsible for construction activities.

10.3.4. Assists the base civil engineers and users in developing rewiring, cable, and service requirements for all construction projects.

10.4. Statements of Work. The base CSO or a designated representative:

10.4.1. Reviews statements of work for base pay telephone service to make sure this service does not interfere with base official telephone service.

10.4.2. Sends statements of work to the wing commander for final approval.

10.4.3. Reports suspected or documented contract performance deficiencies to the appropriate servicing contracting officer.

10.4.4. Provides the base budget office cost estimates for telephone facilities and services for current and subsequent fiscal years.

10.4.5. Provides group billing numbers, trunks, in-dial stations, or other appropriate identifying numbers to the TCOs for billing identification.

10.4.6. Informs the appropriate servicing contracting officer well in advance of requirements for non-tariff telephone services.

10.4.7. Makes sure contracts cover any commercial activity providing systems services or equipment falling within the management responsibility of the base communications activity. Refer to [AFI 33-104](#), *Base-Level Planning and Implementation*.

10.4.8. Maintains a current copy of all applicable CSAs to ensure proper monthly telecommunications certification.

## 11. Base Organizational Commanders.

11.1. Appoint primary and alternate TCOs. The unit's TCO is the individual who authorizes and controls long distance telephone toll calls and acts as the focal point for reviewing all unit communications requirements before submitting them to the communications squadron.

11.2. The TCO:

11.2.1. Authorizes, controls, and maintains a record (AF Form 1072 or other MAJCOM-approved document) of unit long distance toll calls.

**11.2.1. (AFSPC) If your switch has the capability to identify all long-distance calls by extension or user, the AF Form 1072, Authorized Long Distance Telephone Calls, is optional. The switch call detail listing serves as the record of call usage and can be used for validation and verification.**

11.2.2. Reviews and submits subscribers' telephone work order requests for installation, removal, and relocation of telephone services, and makes sure subscribers return unused telephone equipment to telephone systems personnel.

11.2.3. Gives the CSO an estimate of funds required by the activity for commercial long distance telephone calls.

11.2.4. Performs and submits an annual inventory of installed telephone equipment items and services to the base CSO.

11.2.5. Verifies unit mission requires the telephone equipment items and services listed on the inventory listing as specified in DoDD 4640.13.

11.2.6. Certifies authorized official calls listed on Air Force Form 1072 or equivalent document and implements controls over billings within their areas of responsibility.

11.2.7. Instructs the calling party to use a specific billing number or control number (telephone number or group billing number) for billing procedures when placing operator assisted long distance calls. Establishes internal procedures with further controls to satisfy local requirements.

11.2.8. Distributes customer education materials from the base CSO.

11.2.9. Performs any additional TCO duties as determined by the base CSO and local policy (see [Section G](#) for billing procedures).

### *Section C—Telephone Systems and Networks.*

## **12. Air Force Policy on Use of the Federal Telecommunications System (FTS-2000) and International Direct Distance Dialing.** The following applies:

12.1. Use [AFI 33-103](#) to develop and process requests for FTS-2000 and ID3 service.

12.2. Send all approved requests for FTS-2000 and ID3 service through the host MAJCOM/field operating agency (FOA) prior to forwarding to appropriate DISA office for processing. DISAC 310-130-1 procedures apply.

12.3. Use of FTS-2000 is mandatory for DoD non-Warner exempt dedicated transmission service, inter-local access and transport area requirements unless you can provide service on a dedicated common-user system without the expenditure of appropriated funds to expand the network. Communications managers will ensure telephone switches are configured to block local users from using FTS-2000 to make local off-base calls whenever local service is provided directly from the local service provider.

**12.3. (AFSPC) FTS-2000 is the only authorized AF CONUS long-distance service provider. Special long distance requirements that cannot utilize FTS-2000 require a waiver. AFSPC CSS/SCI provides waiver guidance on a case-by-case basis.**

12.4. To better control and reduce the overall cost the Air Force pays for long distance telephone calls, HQ USAF/SC mandates the use of personal identification numbers (PIN) when making an FTS-2000 telephone call. Under this policy, MAJCOMs will ensure their bases develop, implement, and control PIN assignments to authorized FTS-2000 users. Program all Northern Telecom (NORTEL) digital telephone switches to accept PINs for processing FTS-2000 calls. Units that do not have a NORTEL telephone system installed on their base must assess the cost of required software and equipment for implementing pins versus the benefits of reducing the total cost of providing FTS-2000 service. PIN length must be at least six numeric or alphanumeric characters.

**12.4. (AFSPC) PINs will be assigned to selected individuals/groups who have a valid continual/urgent need for direct access. FTS-2000 Administrators will hold to a minimum the number of individuals and phones having direct access to FTS-2000. Requesters must show mission criticality, urgency, or frequent administrative use as justification for on-net system access. Users of the FTS-2000 who cannot justify a PIN will place their calls through the local switchboard operator.**

**12.5. (Added-AFSPC) Government employees are accountable for service and usage of government property. Unauthorized use of FTS-2000 for personal or unofficial business is a violation. Violators are responsible for paying for the cost of the call, the additional DITCO/GSA surcharges, and any local communications unit administrative costs incurred (suggest \$20). FTS-2000 Administrators will report violators to their respective commander for appropriate disciplinary actions.**

**13. Air Force Policy for Use of 1-900 Telephone Numbers.** The following applies:

13.1. Authorized for official business only.

13.2. MAJCOM establishes approval authority.

**13.2. (AFSPC) For AFSPC approval authority to use 1-900 telephone numbers contact AFSPC CSS/SCI.**

13.3. Follow the guidelines established for long distance calling in paragraph 3.

13.4. For direct dialing of 1-900 telephone numbers, the following guidelines apply:

13.4.1. Establish a separate class of service for numbers with 1-900 capabilities.

13.4.2. Establish customer account codes for each organization with numbers with 1-900 capabilities.

13.4.3. Establish an authorization code for each user authorized to dial 1-900 numbers.

13.5. For operator-assisted calling of 1-900 numbers, follow the guidelines established in paragraph 3.

**14. Defense Switched Network Access.** DISAC 310-225-1, *DSN Phase I User Services Guide*, Chapter 6, publishes management guidelines for precedence access threshold (PAT) settings. MAJCOMs must

use these guidelines to restrict DSN PAT access to a percentage of DSN users. Comply with PAT settings established by DISA.

## **15. Defense Switched Network On- or Off-Net Calling.**

### **15.1. Authorized Actions:**

15.1.1. Placing an official call to a DSN operator (base operator) from a commercial network and having the operator extend the call over DSN to a DSN number (on-netting).

15.1.2. Placing an official call to a DSN operator from a DSN number and having the operator extend the call to a local commercial number (off-netting).

15.1.3. Placing HMW calls as authorized in CJCSI 6211.02A. See paragraph 6.

### **15.2. Prohibited Actions.** Automatic on- and off-netting of calls is prohibited except as authorized according to CJCSI 6215.01, paragraph 9b(4).

15.2.1. DISA must approve plans for automatic interconnection. Forward your proposed plan through your MAJCOM for review and endorsement. MAJCOMs will then forward the plan to HQ AFCA/GCL and HQ AFCIC/SYN for further staffing, then on to DISA for approval.

15.2.2. Plans must include positive identification of users, detection and prevention of fraud, call identification, call accounting, and official calls only. If DISA approves the plan, use automatic interconnection for official business only.

## **16. Air Force Policy on Lead Telecommunications Cables.** The following applies:

### **16.1. For Commercial Telephone Company-Owned Cables:**

16.1.1. Do not accept "abandoned" cables from any commercial telephone company without first consulting your base legal office, base civil engineering environmental flight, installation bio-environmental engineer, the environmental management office, and MAJCOM.

**16.1.1. (AFSPC) Before accepting "abandoned" cables from any commercial telephone company contact AFSPC CSS/SCI.**

### **16.2. For Government-Owned Cables:**

16.2.1. Coordinate with base civil engineering environmental flight or environmental management office, and the installation bio-environmental engineer before repairing, excavating, or removing cables suspected of containing lead. The environmental engineering team can offer advice on how to minimize health risks and Air Force liability.

## ***Section D—Special Telephone Features and Services.***

**17. Major Command Responsibilities for Features and Services.** MAJCOMs retain or delegate approval authority for special telephone features or services.

**17. (AFSPC) Special telephone features and services approval rests with the wing commander. This may be delegated to the Base CSO.**

**17.1. (Added-AFSPC) The following guidance constitutes Air Force policy on voice mail systems (VMS).**

**17.1.1. (AFSPC) Bases and sites will procure centralized voice mail systems which integrate with either the base telephone switch or the telephone service provider and avoid stand-alone systems. Communications units should evaluate the base-wide requirement for voice mail and plan for a base-wide solution. When evaluating options for satisfying user needs, the analyst must examine service and total costs to acquire, install, support, and sustain the system over its expected life cycle.**

**17.1.2. (AFSPC) AFSPC/SC can approve waiver to purchase new or expand existing stand-alone voice mail systems when the mission and business case is compelling and documented. Existing stand-alone VMS can remain in place if it is economical to do so or necessary from a mission standpoint.**

**17.1.3. (AFSPC) Every installation will review existing on-call VMS maintenance and service contracts to ensure they have a cost effective support arrangement matched to mission needs. There is strong evidence indicating that we are paying substantial sums for contract support we do not need or can obtain from alternate sources.**

**18. Single-Line Telephone Concept.** Modern telephone systems technology offers many opportunities to meet customer needs in new and different ways. Air Force will take advantage of the modern telephone switches and key systems to replace older key systems and reduce the cost of systems operation and maintenance. Before installing or continuing to use key systems evaluate the systems that are available and select the system that meets the need at the least total cost to the Air Force. To ensure the Air Force takes advantage of these new systems, all bases should have their systems telecommunications engineering manager-base level include a 5-year migration plan in their base blueprint document. MAJCOMs should also include telephone switching and/or distribution systems upgrades in their planning during the program objectives memorandum process.

**19. Key System Approval Authority.** To help ensure the Air Force is taking advantage of our modern exchanges, requirements for new key systems at locations served by base electronic exchanges require MAJCOM/SC approval. MAJCOM/SCs may approve the purchase of new key systems only when the key system provides the best overall solution to satisfy the operational requirement.

**19. (AFSPC) Forward requirements for new key systems to AFSPC CSS/SCI.**

**20. Cellular/Mobile Telephone Service .** Use these services only when they are the most cost-effective way to provide the necessary communications. For inventory control and establishment of cellular telephone (CT) service, follow the procedures established in [AFI 33-106](#), *Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System*.

**20. (AFSPC) Wing Commanders are responsible for approving, funding, and tracking cellular telephones (CT) service within their respective wings.**

20.1. Use regular telephone (land lines) as a first priority when and where available. Cellular calls generally are more expensive; limit their use accordingly.

20.2. Use CT for official business. While an occasional personal call on a CT is justified under some circumstances (e.g., call home to inform a spouse of member's whereabouts when delayed by official business or in emergency situations), you must keep track of, and reimburse the government for per-



sonal calls made on a CT. Personal calls on your government cell phone should be the exception, not the rule.

**20.2. (AFSPC) The CT user must reimburse costs associated with "unauthorized personal use" via the cash collection voucher process. Wings are authorized to manage the reimbursement process in the most effective manner, while complying with the applicable regulations. Wings may also add a processing fee, for the cost to the government in processing the cash collection.**

**20.3. (Added-AFSPC) CTs are issued specifically for government use only, not for personal use. In rare and exceptional circumstances a supervisor may authorize personal use of a government-provided CT. The authorization must be in keeping with the intent of paragraph 2-301a of the Joint Ethics Regulation. Any use other than that specifically authorized by the supervisor is "unauthorized personal use".**

**20.4. (Added-AFSPC) Call detail records/bills associated with CTs will be verified in full. Statistical sampling is not allowed. This is initiated to focus the user on the danger of cloned phones and resultant illegal calls billed to the Air Force.**

## **21. Special Telephone Features and Services for Specific Base Activities. See [Attachment 3](#).**

**22. Telephone Service for Geographically Separated Units.** Small off-base units, such as Reserve Officers' Training Corps detachments, get telephone services through the commander of a host support base. The host support base communications unit activity processes bills using a fund citation provided by the parent MAJCOM. See paragraph [32](#). for bills for service provided to geographically separated units.

## **23. Unofficial Commercial Telephone Service.**

### **23.1. In Quarters:**

23.1.1. The base communications unit may install and maintain unofficial telephone wiring for dormitories, military family housing, visiting airmen's' quarters, visiting officers' quarters, temporary lodging facilities, etc. In addition, they may install and maintain wiring to these activities when unusual condition warrants it.

23.1.2. At locations without a communications unit, the senior ranking individual designates a responsible activity to perform these duties except when the host base employs local contract service. The base housing manager reimburses authorized expenses incurred by military housing occupants. The base may service billeted facilities by a base awarded contract.

23.1.3. The base communications unit maintains existing permanently installed telephone outlets and wiring in quarters. Occupants will not add or move telephone outlets without approval from the base housing manager. Occupants must pay for additional telephone outlets.

23.1.4. If the housing manager requires it, occupants must restore all telephone wiring and outlets to the original configuration before clearing quarters.

23.1.5. In order to provide dial-tone access to customers in barracks, family housing, and other unofficial facilities on base, appropriated funds may be expended for maintenance and construction of infrastructure connecting such sites and the commercial telecommunications service pro-



vider's points of presence. Contact HQ AFCA/JA on issues related to establishing minimum points of presence.

23.1.6. The individual subscriber must pay for renting, acquiring, and maintaining equipment and all usage charges for personal telephone service.

23.2. In Air Force-Owned Facilities Other Than Quarters:

23.2.1. Subscribers install and maintain new wiring for unofficial service consistent with their organizational policy.

23.2.2. The subscriber must get authorization to install telephone equipment (see [AFI 32-9003, Granting Temporary Use of Air Force Real Property](#)), where non Air Force-owned wiring exists in or on Air Force real property.

23.2.2.1. The base CSO coordinates all such requests.

23.2.2.2. Unless specifically approved, the authorization is a permit for DoD subscribers and a revocable license for non DoD subscribers.

23.2.3. Unless modified by the real estate document (e.g., lease, outgrant, etc.) or contract, the base CSO maintains all permanently installed building wiring that existed in the facility before occupancy by the subscriber.

23.3. Non Government-Owned Facilities On Air Force Property. These facilities include self-sustaining banks, credit unions on CONUS bases, and other commercial activities. The subscriber installs, repairs, and maintains all outlets and associated wiring.

23.4. General Unofficial Commercial Telephone Service:

23.4.1. The subscriber funds all costs.

23.4.2. The base communications activity handles repairs when government-owned or -leased facilities or equipment are part of the circuitry.

***Section E—Secure Telephone Service.***

**24. Secure Voice Procedures.**

24.1. Acquiring Equipment:

24.1.1. Only the Office of the Assistant Secretary of Defense (OASD/C3I) can approve acquiring secure digital switching systems for secure voice use.

24.1.2. MAJCOMs, FOAs, or direct reporting units can approve acquisition of other secure voice systems.

24.2. Processing Purchase Requests:

**24.2. (AFSPC) Process DRSN requirements through AFSPC CSS/SCIS.**

24.2.1. Process Defense Red Switch Network (DRSN) requirements per CJCSI 6215.01 and USAF Intelligence (USAFINTEL) 201-1, (C) *The Security, Use, and Dissemination of Sensitive Compartmented Information (SCI) (U)*; or Air Force Systems Security Instruction (AFSSI) 4100, (C) *Communications Security Program (U)* (will convert to AFI 33-201).

24.2.2. FLASH OVERRIDE and FLASH subscribers. MAJCOMs are responsible for class-marking RED switch subscribers and making sure these subscribers are not blocked. (The number of FLASH OVERRIDE subscribers may not exceed the number of FLASH OVERRIDE and FLASH trunks.)

24.2.3. Use CJCSI 6215.01 and AFSSI 4100 procedures to approve changes in location, maximum calling area, and maximum calling precedence.

24.2.4. Use CJCSI 6215.01 procedures to approve new requirements for FLASH OVERRIDE and FLASH, out-of-area calling capability, and secure voice communication terminals in quarters.

24.2.5. The telephone security group approves and processes new hardware requirements or changes to existing hardware according to USAFINTEL 201-1; DoDD 5000.1, *Defense Acquisition*, March 15, 1996; AFSSI 4100; and other appropriate publications.

24.2.6. MAJCOMs approve secure terminal equipment, such as secure telephone units (STU), Telecommunications Service Priority system (TSP)-2000, VINSON, PARKHILL, and Digital Subscriber Voice Terminal.

24.2.6.1. Order supporting STU-III key material per [AFI 33-209](#), *Operational Instruction for the Secure Telephone Unit (STU-III) Type 1*.

24.2.6.2. Order supporting key material for all other secure terminals per AFKAG-2, *AF COMSEC Accounting Manual*. MAJCOMs must inform users of security limitations for their facilities.

24.2.6.3. AFSSI 4100 sets procedures that apply to fixed wire line secure voice additions, changes, and deletions.

24.2.6.4. USAFINTEL 201-1 gives procedures for processing Sensitive Compartmented Information (SCI) requirements.

24.2.6.5. MAJCOMs manage secure telephone service in motor vehicles.

24.2.6.6. Use secure voice systems to secure information up to and including TOP SECRET/SCI.

24.2.6.7. To minimize security risks, MAJCOMs must implement and follow appropriate procedures in national directives; DoDDs; USAFINTEL 201-1; [AFPD 33-2](#), *Information Protection*; AFSSIs; Air Force systems security memorandums; and program security classification guides. Secure voice users must conform with [AFJI 31-102](#), *Physical Security*; [AFIs 31-101V1](#), *The Air Force Physical Security Program*; [33-203](#), *The Air Force Emission Security Program*; and [33-220](#), *On-Hook Telephone Security* (see *Section I*).

#### 24.3. Suggesting Improvements for Secure Voice Systems or Equipment:

24.3.1. Submit all suggestions, modification requests, and other recommendations to secure voice systems or equipment to HQ AFCA/GCLV, 203 West Losey Street, Room 3065, Scott AFB IL 62225-5234, for evaluation. This procedure applies to all hardware, firmware, and software recommendations to secure voice systems.

24.3.2. After evaluating suggestions, HQ AFCA/GCLV processes them according to directives and publications.

24.3.3. HQ AFCA/GCLV coordinates recommendations with HQ Air Force Materiel Command before getting HQ USAF approval.

***Section F—Telephone Monitoring and Recording Procedures.***

**25. Categories.** Three sets of authorizations and procedures govern monitoring and recording telephone conversations:

25.1. See [AFI 33-219](#), *Telecommunications Monitoring and Assessment Program (TMAP)*; DoDD 4640.6, and [AFPD 33-2](#) for information on monitoring and recording procedures for information protection purposes.

25.2. See [AFI 71-101V1](#), *Criminal Investigations*, for guidelines on using telephones for technical surveillance activities for law enforcement purposes, including bomb threats.

25.3. See DoDD 4640.1 for guidelines on monitoring and recording telephone communications by management activities, command, intelligence, emergency centers, and the Armed Forces Radio and Television Service.

**26. Controlling Recordings.** Activities recording telephone conversations must:

26.1. Use acquired information only to accomplish the Air Force or DoD mission.

26.2. Allocate funds for telephone monitoring, recording equipment, and necessary expenses.

26.3. Control access to recorded tapes.

26.4. Notify appropriate individuals if a doubt exists that a party is not aware of the recording and monitoring practices. Publish recording practices in the base telephone directory advising users that use of government telephones constitutes consent by the user to communications security (COMSEC) monitoring.

26.5. Mark recorded tapes with the appropriate classification and handle according to security directives.

26.6. Destroy recorded data as soon as possible, consistent with operational need, normally within 30 days after recording.

**27. Prohibited Monitoring and Recording Activities.** You will not:

27.1. Record conversations for information systems management purposes (i.e., monitoring to determine voice quality, etc.).

27.2. Monitor telephone conversations to determine whether the communication is for official purposes.

27.3. Use pen registers or similar equipment unless in accordance with [AFI 71-101V1](#).

**28. Requesting Exceptions to Recording Policy.** Request waivers to this policy from HQ AFCIC/SYS, 1250 Air Force Pentagon, Washington DC 20330-1250.

**29. Unauthorized Monitoring or Recording Devices.** The discovery of unauthorized monitoring or a suspected device is classified SECRET/NOFORN (Not Releasable to Foreign Nationals). If you discover or suspect that individuals are using unauthorized monitoring or recording devices:

- 29.1. Leave the device or wires in place and secure the area to prevent tampering or removal.
- 29.2. Notify the nearest AFOSI office by the most secure means available; do this from outside the affected area (see [AFI 71-101V1](#)).
- 29.3. Do not disseminate information concerning suspected monitoring or recording devices without specific authorization of the USAF Technical Surveillance Countermeasures (TSCM) Program Administrator at HQ AFOSI. Brief only personnel with a need to know and hold these briefings at the local AFOSI office or at a location determined by the TSCM Program Administrator.
- 29.4. Continue normal activity in the area, consistent with essential security precautions.
- 29.5. Contact local telephone representatives for assistance only when directed by the wing commander or AFOSI personnel.

***Section G—Billing for Telephone and Other Commercial Communications Services.***

**30. Verifying Bills.** There are many types of commercial communications services that are billed to the Air Force. The procedures below are designed specifically for telephone service. Bases should adopt, and use these procedures, where applicable, for other commercial services such as CTs, International Maritime Satellite, etc.

30.1. **Billing and Paying.** Federal agencies must pay applicable interest or late charges if they do not make payments by due dates. The receiving unit (addressee) must date-stamp all telephone company bills immediately on receipt. Use the date-stamp to determine the payment due date when a tariff or contract does not show a due date. The CSO or a designated representative certifies the bill's accuracy before sending it to the base AFO for payment. These guidelines apply:

30.1.1. Prompt Payment Act.

30.1.1.1. Submit certified bills to the AFO for payment not later than (NLT) 6 working days before the due date.

30.1.1.2. Where a state's public utilities commission or other regulatory agency has approved a late payment tariff, use the tariff due date. You must pay late charges if you don't pay the bill by the due date.

30.1.1.3. Where you purchase or lease services or equipment under a contract, make the payment by the date specified in the contract. When the contract has no tariff or contract due date, make the payment NLT 30 days after you receive it. If a bill is not date-stamped, make the payment NLT 30 days after the invoice date.

30.1.2. FTS-2000 billing procedures. Each CONUS MAJCOM/SC or equivalent must establish a local facility program designator code for each base in coordination with the base CSO. This procedure keeps funding control at the user level, with the base CSO issuing funding authority to the Defense Information Technology Contracting Office (DITCO) annually.

30.1.2.1. Billing procedures. Each month, the contractor gives the base the call detail record (CDR). DITCO gives the CSO the customer cost and obligation data. The CSO has 10 days

to dispute charges.

30.1.2.1.1. Given no billing discrepancies, DITCO charges the base using transaction for others (TFO) or transaction by others (TBO) procedures.

30.1.2.1.2. If billing discrepancies do not exceed \$1,000, DITCO still charges the base using TFO or TBO procedures. DITCO gives the base a credit after resolving the dispute.

30.1.2.1.3. If billing discrepancies are equal to or more than \$1,000:

30.1.2.1.3.1. DITCO adjusts the base's bill if they agree the charges are incorrect.

30.1.2.1.3.2. The appropriate base authority settles each unresolved discrepancy on a case-by-case basis if DITCO disagrees. Disburse the undisputed amount using TFO or TBO procedures. The base has 60 days to present evidence to DITCO regarding the disputed amount before paying the bill using TFO or TBO procedures.

30.1.2.2. Resolving FTS-2000 CDR disputes. The CSO documents disputes not resolved during the 10-day period by preparing an adjustment request and sending it to DISA/DITCO/ RRA. DITCO must receive the adjustment request within 60 days of receiving the CDR. Notify the CSO when the parties reach resolution and you make adjustments.

30.1.3. Collection for Unauthorized Use of FTS-2000. Compute the cost of all unofficial FTS-2000 calls on the basis of the commercial rate of the FTS-2000 service provider. Also calculate the administrative costs of determining the call was unauthorized, plus the cost of processing the collection. If the unit collects the cost of the unauthorized call before receiving the bill, the CSO deposits the payment into the Appropriation or Suspense Account 57X6875 and transfers funds from the suspense account to the appropriation that paid the bill.

**31. Processing the Bills.** The communications unit (addressee) separates the telephone bills into groups (recurring, nonrecurring, FTS-2000 long distance direct-dial or equivalent service, and specialized or dedicated equipment or service) for historical comparison or verification. The CSO will:

31.1. Certify the voucher (Standard Form [SF] 1034, **Public Voucher for Purchases and Services Other Than Personal**) and send to the AFO for processing.

31.2. Maintain a monthly summary spreadsheet showing the totals of individual monthly spreadsheets (including automated or manual spreadsheets) for different types of charges (e.g., recurring, FTS-2000, tolls, etc.).

**31.3. (Added-AFSPC) The billing clerk will provide a copy of the paid SF 1034, Public Voucher for Purchases and Services Other Than Personal, for regulated services, or a monthly total spreadsheet, to 38 LS/LGCX, 4022 Hilltop Rd, Ste 211, Tinker AFB OK 73145-2713 on a monthly basis.**

**32. Judgmental Sampling of "Toll" Calls.** Federal statutes require the Secretary of the Air Force or designee to certify long distance telephone calls as official before paying for them. United States Comptroller Decision B-217996 says you need not verify every call. You may use other procedures, such as a statistical sampling or historical data, to satisfy the statutory requirements if they provide a high degree of reliability or certainty that certified calls were official. The CSO will establish local verification procedures to certify bills or categories of bills (e.g., repetitive one-time service bills for installation, removal, or relocation of instruments) as official.

**33. Federal Telecommunications System-2000 Verification.** Use a judgmental sampling to verify bills for FTS-2000. The General Services Administration (GSA) is the government's contracting agency for the FTS-2000 and disburses funds to the contractor. GSA states that the government is liable for all calls placed over the FTS-2000. The purpose of verification is not to certify the bill for payment but to protect the system from abuse by collecting payment from those making unofficial calls. Credit the amount collected to the account that originally paid the bill. Once a month DITCO distributes a hard copy of the FTS-2000 bill to the communications units. An electronic copy is also available from DITCO. CSOs should consider automating the process of verifying the bill.

**34. Verifying Other Charges, Credits, Local Service, and Equipment Charges (Recurring And Nonrecurring Charges).** At some bases, the telephone bill includes bulk message unit charges for directory assistance calls, dial 9 access, and interzone calls. Handle these charges as an additional cost to the city trunk bill. The base CSO or a designated representative (not the billing activity) compares charges for billed local service and equipment with government records and CSAs or other contracts.

34.1. Comparing Billing. Use the date and nature of the service to compare items charged to the authorization document. The base CSO (not the billing activity):

34.1.1. Compares dates on the "explanation of other charges and credits" with the dates shown on the corresponding authorization document (e.g., DD Form 1367, **Commercial Communications Work Order**, and AF Form 9, **Request for Purchase**).

34.1.2. Compares nonrecurring and monthly recurring charges with those authorized on the corresponding authorization document (contract or DD Form 428, **Communication Service Authorization**).

34.1.3. Compares fractional charges and credits for service started or discontinued (nonrecurring charges) based on monthly rates.

34.2. Correcting Differences. To correct differences in entries on the "explanation of other charges and credits":

34.2.1. Enter the appropriate charge and the date of changes if the authorization document is incorrect.

34.2.2. Return the authorization document to the issuing agency with a letter explaining the required correction if the contract is wrong.

**35. Verifying Commercial Long Distance Calls, Federal Telecommunications System-2000, or Equivalent Charges With Air Force Forms 1072 or 649, Verification Of Long Distance Calls.**

35.1. Unofficial Toll Calls. The Air Force will not pay for unofficial toll calls placed from official telephones (Title 31 U.S.C. 1348) except over the FTS-2000. For unofficial toll calls, the base:

35.1.1. Tries to find out who placed the unauthorized calls, and if necessary, asks the telephone company for help.

35.1.2. Helps unit commanders identify those making unofficial calls and gives a list of these individuals to the AFO for collection according to Defense Finance and Accounting Service-Denver Regulation (DFAS-DER) 177-102, *Commercial Transaction at Base Level*. The list includes name, social security number, unit of assignment, date of the call, city and number called, and amount owed.

35.1.3. AFO collects the unofficial total charge and deposits payment into Suspense Account 57X6875 and sends a copy of DD Form 1131, **Cash Collection Voucher**, to the billing activity.

35.1.4. Billing activity cites the amount collected and the suspense account on the next payment voucher.

35.1.5. Refers remaining unidentified calls to a telephone company representative. The referral document includes a written statement that investigation confirms Title 31 U.S.C. Section 1348 prohibits payment because the calls were unauthorized and that the Air Force judges that further investigation or collection efforts are not justified.

35.2. Class B Service Billing. The base CSO sends the certified billing statement and Class B billing information to the base AFO for payment, according to DFAS-DER 177-102.

35.2.1. The AFO collects charges for the toll calls in Suspense Account 57X6875 and cites the suspense account for the next payment voucher to the telephone company.

35.2.2. The billing activity cites this suspense account when preparing the payment voucher to pay the telephone company.

**36. Adjusting Billing Errors.** The billing activity advises the commercial telephone company of billing errors.

36.1. Resolving Discrepancies. The billing activity promptly resolves billing discrepancies in favor of the government. Contact the contracting officer for resolution when you cannot correct discrepancies.

36.2. Correcting Billing Errors. The billing activity deletes or corrects incorrect billing with the agreement of the commercial telephone company. The billing activity initials each deletion or correction before paying. If the clerk cannot get the phone company to orally agree to changing a charge, the CSO certifies only the undisputed portion of the bill.

36.3. Disputing FTS-2000 Bills. See paragraph [30.1.2](#).

**37. Sending Bills to the Accounting and Finance Office.** The billing activity:

37.1. Prepares SF 1034, **Public Voucher For Purchases And Services Other Than Personal**, for the total amount paid against each contract number and has the base CSO certify the voucher for payment (DFAS-DER 177-102).

37.2. Enters the amount to pay for telephone services from appropriated funds. Does not include federal tax. Shows state tax as a separate item. Enters the grand total.

37.3. Enters the appropriate contract number and date in the column headed "Number and Date of Order."

37.4. Enters the basic agreement number in the "Contract Number" block and the 4-digit authorization number and date from the "Authorization Number and Date" block of the DD Form 428 in the column headed "Number and Date of Order" where a CSA is the contracting authority.

37.5. Forwards one copy of the CSO-certified SF 1034 to the contracting office that issued the CSA and puts one copy in a suspense file until the base AFO pays the bill. Unless substantial differences occur between the amount shown on the SF 1034 and the amount actually paid, the contracting office



will use the certified SF 1034 to effect contract reporting requirements. If substantial differences occur, a copy of the SF 1034 indicating what was actually paid will be furnished to the contracting officer to permit corrections. In lieu of individual SF 1034 vouchers, the MAJCOMs or bases may consolidate monthly payment data, electronically or hard copy, and forward the data to the contracting officer.

37.6. Keeps the commercial telephone company bills and supporting documentation with the file copy of the SF 1034. Disposes of the voucher and documentation according to Air Force Manual (AFMAN) 37-139, *Records Disposition Schedule* (will convert to AFMAN 33-339). If a telephone company issues more than one bill with the same address, lists all of the bills on one SF 1034.

**38. Certifying Payment on Standard Form 1034.** Title 31 U.S.C. Section 1348 requires that you certify long distance telephone tolls paid from appropriated funds were “in the interest of the government.”

38.1. The billing activity enters the above statement in the “Articles or Services” block of the SF 1034 and signs the statement.

38.2. For toll calls, the base CSO or a designated representative certifies all calls according to Title 31 U.S.C. Section 1348.

38.3. The wing commander or deputy commander for resources designates a certifying officer on DD Form 577, **Signature Card**. Do not delegate this authority. File a DD Form 577 for anyone authorized to sign the payment voucher.

38.4. Alternate payment procedure:

38.4.1. When an automated system prints the SF 1034, or if the CSO wants to pass the billing information through electronic means to the Defense Accounting Office (DAO), the CSO signs a transmittal letter stating the amount for payment is correct.

38.4.2. The DAO prepares the payment voucher using the automated accounting system and attaches the letter from the CSO.

38.4.3. The CSO continues to maintain the backup files.

38.4.4. Send only the original and two copies of the first page of the telephone bill with the correct amount entered.

38.4.5. Contact your DAO for further information concerning the automated accounting system process.

**39. Coinless or Coinbox Telephone Revenue.** Deposit commission revenue from coinless or coinbox telephones managed by appropriated fund activities to Receipt Account 573210.0200 using DD Form 1131. You will not credit this revenue to the monthly telephone bill.

39.1. Where Army and Air Force Exchange Service (AAFES) manages coinless or coinbox telephones, AAFES monitors, controls, and reimburses these revenues to the government through the morale, welfare, and recreation (MWR) account using Air Force Joint Instruction (AFJI) 34-211, *Army and Air Force Exchange Service*.

39.2. The base CSO provides information to AAFES regarding the number of government-owned cable pairs used to provide pay phone service and the amount of compensation due and ensures that the government receives compensation from the contractor.



*Section H—Charges for Base Telephone Services.*

**40. Charges for Base Telephone Services.** See [Attachment 4](#).

*Section I—Telephone Systems Security Guidelines.*

**41. Security of the Base Telephone System.** The security of the base telephone system is of paramount importance to the protection of base communications. There is a need to safeguard telephone service to the customer, the billing records, and the telephone plant by restricting switch access to telephone maintenance personnel and other authorized persons or organizations. AFSSI 5033, *Telephone Systems Security*, outlines the security measures used as a guideline for implementing telephone systems security. While these guidelines are about the digital switches in the Air Force inventory, the concepts apply to all telephone switches (including telephone key systems).

*Section J—Telephone Directories.*

**42. Publishing Directories.** Each Air Force installation will publish a telephone directory except as follows. Where telephone exchanges serve several installations, the main installation publishes the directory and includes listings for the satellite installations. The Defense Metropolitan Area Telephone System (DMATS) directory is the only directory authorized for DoD components on installations served by DMATS. Deployed forces' locations (e.g., contingency or bare bases) are exempt from this requirement.

42.1. You may publish telephone directories separately or include them as subsections of local installation guides (published by public affairs offices). Combination installation guide and telephone directories may contain commercial advertising separate from the telephone directory section ([AFPDs 35-2, Public Communications Program](#); and [35-3, Internal Communication Programs](#)). Units may publish commercial advertising along with the telephone directory, however, the telephone directory subsection can not contain any advertising and vice versa.

42.2. The area of responsibility commander provides instructions on how to prepare telephone directories under joint service conditions.

42.3. Publish telephone directories annually. The wing commander may decide to publish more or less frequently based on the percentage of telephone numbers that change.

**43. Listing Organizations in Non-Government Directories.** Activities located off Air Force installations, such as United States Air Force reserve and recruiting offices, should list their organizations in appropriate commercial telephone company directories.

**44. Releasing Telephone Directory Information.** The following guidelines control the public release of telephone directory information:

44.1. Telephone operators should refer requests for personnel duty telephone numbers to the installation locator service ([AFI 37-129, Base and Unit Personnel Locators and Postal Directories](#))(will convert to [AFI 33-329](#)).

44.2. You may release organizational telephone numbers for use in commercial directories. List Air Force agencies under “United States Air Force” or “U.S. Government.”

**45. Releasing Installation Telephone Directories to the Public.**

45.1. You may release unclassified installation telephone directories to the public, at no charge, unless the directories contain information exempt under the Freedom of Information Act (e.g., names and duty addresses of those assigned to overseas, sensitive, and routinely deployable units).

45.2. Contractors operating under a government contract may request installation telephone directories from the government procuring or administrative contracting officer.

**46. Responsibilities for Publishing Telephone Directories.**

46.1. The Base CSO:

46.1.1. Updates directories.

46.1.2. Distributes directories to all organizations affiliated with the installation.

46.2. Chief, Information Flight. The Chief of Information Management and Administration arranges to print and bind directories except when the wing commander elects to have a commercial agency develop a combination installation guide and telephone directory.

46.3. The Public Affairs Officer. When including the directory in the installation guide, the public affairs officer:

46.3.1. Prints enough copies to meet directory requirements.

46.3.2. Makes sure the telephone directory subsection contains no advertising and meets the minimum format standards specified in paragraph 42.

46.4. Telephone Control Officer. TCOs submit telephone directory additions, changes, or deletions for their organizations to the telephone directory clerk.

46.5. Subscribers With Class B Service. Notify their TCOs if they wish their home telephone numbers deleted from the installation directory.

**47. General Format Standards.** Minimum requirements for telephone directory format provide some standardization from installation to installation. Installations may use any automated system to compile and produce their telephone directories. [Attachment 5](#) contains format standards.

**48. Checklists.** Use the questions at [Attachment 6](#) and AF Form 2519, **All Purpose Checklist** (available electronically) to develop a checklist on telephone systems management.

**49. Forms Prescribed.** AF Form 649, **Verification of Long Distance Telephone Calls**; AF Form 1072, **Authorized Long Distance Telephone Calls**; and AF Form 1218, **Request for Communications Service**.

**50. Addresses.** The following are useful addresses:

DISA/DITCO/RRA

2300 East Drive

Scott AFB IL 62225-5406

*To obtain copies of CJCSI publications, write to:*

HQ USAF

1480 Air Force Pentagon

Washington DC 20330-1480

*To obtain copies of DISA publications, write to (request DISA send you DISA Notice 210-0-1, Index, and DISA Form 117):*

Director , DISA

ATTN: BLA

701 Courthouse Road

Arlington VA 22204-2199

WILLIAM J. DONAHUE, Lt General, USAF  
Director, Communications and Information

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 33-1, *Command, Control, Communications, and Computer (C4) Systems*

AFPD 33-2, *Information Protection*

AFPD 35-2, *Public Communications Programs*

AFPD 35-3, *Internal Communication Programs*

AFI 31-101V1, *The Air Force Physical Security Program*

AFJI 31-102, *Physical Security*

AFI 32-1031, *Operations Management*

AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*

AFI 32-9003, *Granting Temporary Use of Air Force Real Property*

AFI 33-103, *Requirements Development and Processing*

AFI 33-104, *Base-Level Planning and Implementation*

AFI 33-106, *Managing High Frequency Radios, Land Mobile Radios, Cellular Telephones, and the Military Affiliate Radio System*

AFI 33-116, *Long-Haul Telecommunications Management*

AFI 33-203, *The Air Force Emission Security Program*

AFI 33-209, *Operational Instruction for the Secure Telephone Unit (STU-111) Type 1*

AFI 33-219, *Telecommunications Monitoring and Assessment Program (TMAP)*

AFI 33-220, *On-Hook Telephone Security*

AFI 36-704, *Discipline and Adverse Action*

AFI 37-127, *Air Force Standard Functional Address System* (will become AFI 33-327)

AFI 37-129, *Base and Unit Personnel Locators and Postal Directories* (will convert to AFI 33-329)

AFI 37-132, *Air Force Privacy Act Program* (will convert to AFI 33-332)

AFI 38-101, *Air Force Organization*

AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities*

AFI 65-601V1, *Budget Guidance and Procedures*

AFI 71-101V1, *Criminal Investigations*

AFJI 34-211, *Army and Air Force Exchange Service*

AFMAN 37-139, *Records Disposition Schedule* (will convert to AFMAN 33-339)

ACP 121 USSUP1F, (C) *Communications Instructions-General (U)*

ACP 134, (C) *Telephone Switchboard Operating Procedures (U)*

AFKAG-2, *AF COMSEC Accounting Manual*

AFSSI 4100, (C) *Communications Security Program (U)* (will convert to AFI 33-201)

AFSSI 5033, *Telephone Systems Security*

Article 92, Uniform Code of Military Justice

CJCSI 6211.02A, *Defense Information System Network and Connected Systems*, 22 May 1996

CJCSI 6215.01, *Policy for the Defense Switched Network*, 1 February 1995

DFARS, Part 239, Subpart 239.74, *Telecommunications Services*

DFAS-DER 177-102, *Commercial Transaction at Base Level* (formerly Air Force Regulation 177-102)

DISAC 310-70-78, *DSN Phase I Systems Management Guide*

DISAC 310-130-1, *Submission of Telecommunications Service Requests*

DISAC 310-225-1, *DSN Phase I User Services Guide*

DoDD 4640.1, *Telephone Monitoring and Recording*, January 15, 1980, with Change 1

DoDD 4640.6, *Communications Security Telephone Monitoring and Recording*, June 26, 1981

DoDD 4640.13, *Management of Base and Long-Haul Telecommunications Equipment and Services*, December 5, 1991

DoDD 5000.1, *Defense Acquisition*, March 15, 1996

Federal Personnel Manual System, FPM Letter 368-1 dated 26 March 1991, Subject: Federal Flexible Workplace Project

Public Law 101-435, *Telephone Operator Consumer Services Improvement Act of 1990*

Public Law 104-52, *Treasury, Postal Service, and General Government Appropriations Act, 1996*, Section 620

Title 10 U.S.C. Section 2481, *Utilities and Services: Sale; Expansion and Extension of Systems and Facilities*

Title 26 U.S.C. Section 4293, *Exemption for United States and Possessions*

Title 31 U.S.C. Section 1348, *Telephone Installation and Charges*

Title 47 U.S.C. Section 226, *Telephone Operator Services*

United States Comptroller Decision B-199793, January 27, 1982

United States Comptroller Decision B-217996, October 21, 1985

United States Comptroller Decision B-223837, January 23, 1987

USAFINTEL 201-1, (C) *The Security, Use, and Dissemination of Sensitive Compartmented Information (SCI) (U)*

*Abbreviations and Acronyms*

**AAFES**—Army and Air Force Exchange Service  
**ACP**—Allied Communications Publication  
**AF**—Air Force (used on forms only)  
**AFI**—Air Force Instruction  
**AFJI**—Air Force Joint Instruction  
**AFMAN**—Air Force Manual  
**AFO**—Accounting and Finance Office  
**AFOSI**—Air Force Office of Special Investigations  
**AFPD**—Air Force Policy Directive  
**AFSSI**—Air Force Systems Security Instructions  
**ARC**—American Red Cross  
**C4**—Command, Control, Communications, and Computers  
**CDR**—Call Detail Record  
**CINC**—Commander in chief  
**CJCSI**—Chairman of the Joint Chiefs of Staff Instruction  
**COMSEC**—Communications Security  
**CONUS**—Continental United States  
**CSA**—Communications Service Authorization  
**CSO**—Communications and Information Systems Officer  
**CT**—Cellular Telephone  
**DAO**—Defense Accounting Office  
**DD**—Department of Defense (used on forms only)  
**DFAS-DER**—Defense Finance and Accounting Service - Denver Regulation  
**DFARS**—Defense Federal Acquisition Regulation Supplement  
**DISA**—Defense Information Systems Agency  
**DITCO**—Defense Information Technology Contracting Office  
**DMATS**—Defense Metropolitan Area Telephone System  
**DoD**—Department of Defense  
**DoDD**—Department of Defense Directive  
**DRSN**—Defense Red Switch Network  
**DSN**—Defense Switched Network

**FEX**—Foreign Exchange

**FOA**—Field Operating Agency

**FTS**—Federal Telecommunications System

**GSA**—General Services Administration

**HMW**—Health, Morale, and Welfare

**HQ AFCA**—Headquarters Air Force Communications Agency

**HQ USAF**—Headquarters United States Air Force

**ID3**—International Direct Distance Dialing

**MAJCOM**—Major Command

**MWR**—Morale, Welfare, and Recreation

**NCO**—Noncommissioned Officer

**NLT**—Not Later Than

**PAT**—Precedence Access Threshold

**PBX**—Private Branch Exchange

**PIN**—Personal Identification Number

**RDS**—Remote Diagnostic Support

**RSA**—Remote Switch Access

**SCI**—Sensitive Compartmented Information

**SF**—Standard Form (used on forms only)

**STU**—Secure Telephone Unit

**TBO**—Transaction by Others

**TCO**—Telephone Control Officer

**TFO**—Transaction for Others

**TSCM**—Technical Surveillance Countermeasures

**TSP**—Telecommunications Service Priority System

**UCALL**—Telephone Call Accounting Software

**UCMJ**—Uniform Code of Military Justice

**USAFINTEL**—USAF Intelligence

**U.S.C.**—United States Code

### ***Terms***

**Communications and Information Systems Officer (CSO)**—The term CSO identifies the supporting systems officer at all levels. At base-level, this is the commander of the communications unit responsible for carrying out base communications and information systems responsibilities. At MAJCOM, and other

activities responsible for large quantities of communications and information systems, it is the person designated by the commander as responsible for overall management of systems budgeted and funded by the MAJCOM or activity. The CSO function uses the office symbol "SC" that is expanded to three and four digits to identify specific functional areas. CSOs are the accountable officer for all automated data processing equipment in their inventory.

**Cellular/Mobile Telephone System**—A computer-controlled telephone service linking low-power portable, mobile, or porta-mobile radio-telephone transceivers to a local telephone switch. The principal feature is the ability to separate and reuse a limited number of radio frequencies in a large network of relatively small geographic cells. Frequencies for telephones moving between adjacent cells often shift to avoid interference with frequencies of other calls.

**Central Office Trunks**—Trunks from the base telephone system to the local telephone company central office. Trunks connect telephones on base to those in the commercial exchange.

**Certification**—The process by which a communications and information system is evaluated for satisfaction of requirements for interoperability, compatibility, and integration. Verified confirmation of telephone service charges.

**Classes of Telephone Service**—DoD criteria classifies telephone service in military departments. Classify Air Force telephones served by government-owned or commercial telephone systems as official (Classes A, C, and D) or unofficial (Class B). The class of service code consists of two alphanumeric characters. The first character indicates if the line is for official or unofficial use. The second character indicates the billing category. Classes of official telephone service are: 1. Class A: Telephone lines accessing central offices, toll trunks, government telephone systems and services, and DSN. Class A service has four billing categories: (a) Telephone lines for transacting official Air Force business. (b) Telephone lines for transacting official business of other military services or other government agencies (except the United States Postal Service) that directly support the Air Force installation, other activities furnishing service to or supporting Air Force installations, quasi-governmental agencies such as the American Red Cross (ARC), or MWR activities. (c) Telephone lines for transacting official business for any executive department, independent activity, or other government agency, except the Armed Forces, that is not supporting or servicing an Air Force installation. (d) Telephone lines for transacting official business in DoD commissaries. 2. Class C: Telephone lines for transacting official government business on Air Force installations. It does not provide direct-dial access to off-base trunk lines (toll trunks, DSN). Class C lines can receive calls from off-base and have dialing access to the switchboard operator. Class C-1 through C-4 services have the same billing categories as Class A service. 3. Class D: Telephone lines for official government business. Restrict use of these lines to special services such as fire, sentry, and crash alarms. See AFI 32-2001, *The Fire Protection Operations and Fire Prevention Program*, for information on operating fire-reporting telephones. 3. Class B (Unofficial Telephone Service): When you obtain these services from the government, the subscriber pays all charges according to Title 10 U.S.C. Section 2481, *Utilities and Services: Sale, Expansion and Extension of Systems and Facilities*; DoD criteria; and this instruction. Offer Class B service only when an installation cannot reasonably obtain commercial service for its unofficial needs. Class B subscribers can access commercial telephone central offices and toll trunks (except where restricted). Class B service does not have direct in-dial or out-dial access to DSN and other government private line services. Class B service has the following categories: (a) Class B-1: Telephone lines in government-owned and government-leased quarters for family or personal use including telephone lines in unaccompanied personnel housing, visiting officers' quarters, family housing, and hospital suites. (b) Class B-2: Telephone lines at a military location for



activities such as public schools, ARC, motion picture services, exchanges, credit unions, noncommissioned officers' (NCO) and officers' open messes, Boy Scouts, Girl Scouts, nurseries, thrift shops, commercial contractors, service clubs, concessionaires, and other businesses operating on behalf of DoD if they are on or near a DoD installation.

**Communications Common Carrier**—Companies that the Federal Communications Commission authorizes to provide telecommunications services.

**Communications Service Authorization (CSA)(DD Form 428)**—A contractual vehicle to obtain telecommunications services regulated by a public utilities commission when issued against a basic agreement. These telecommunications services are typically provided only to the local exchange carrier. Examples are central office trunks, full business lines, and foreign exchange services.

**Defense Communications System (DCS)**—DoD long-haul voice, data, and record traffic system that includes the Defense Data Network, Defense Satellite Communications System, and Defense Switched Network. Also called DCS. See also **Defense Data Network** and **Defense Switched Network**.

**Defense Data Network**—Component of the Defense Communications System used for switching DoD automated data processing systems. Also called DDN. See also **Defense Communications System** and **Defense Switched Network**.

**Defense Metropolitan Area Telephone System (DMATS)**—DMATS consolidates DoD telephone services and facilities in a specific metropolitan area under one manager. This includes all equipment and facilities that access local commercial exchanges, commercial long distance service, DSN, and FTS. DMATS service excludes special-purpose telephone systems and emergency actions' communications. DMATS locations are Boston MA, St. Louis MO, and Dayton OH. The Air Force directs the Dayton OH DMATS.

**Defense Switched Network (DSN)**—1. A telecommunications system that provides switched, end-to-end, common-user, and dedicated telephone service for the DoD. The DSN provides rapid and low-cost long-haul, voice, data, and secure voice telecommunications for C4 users. 2. A component of the Defense Communications System that handles DoD voice, data, and video communications. Also called DSN. See also **Defense Communications System** and **Defense Data Network**.

**Defense Switched Network (DSN) On- or Off-Net Calling**—Official telephone calls over the DSN system that extend calls to and from local commercial telephone numbers.

**Emergency Notification (911) Service**—Emergency service for subscribers. A central control desk takes the call and notifies appropriate local government agencies. Usually a state or local government agency provides this service, with charges collected from telephone subscribers. In many cases, the state or local government levies this charge as a tax and the telephone company serves as the billing agent.

**Federal Telecommunications System (FTS)**—The General Services Administration manages and operates this general-purpose, nationwide, nonsecure voice communications network. It supports the essential needs of federal departments and agencies. FTS gives subscribers local, long-line (intercity), and commercial interface service.

**Foreign Exchange (FEX) Service**—Direct commercial telephone service from an exchange district other than the local area exchange district. The Air Force may authorize such service when demand for another exchange is heavy. This service can produce substantial savings.

**Group Billing Numbers**—Some telephone companies offer special billing plans under which customers

receive a group of numbers only, or letters and numbers. The base CSO assigns these to installation organizations (instead of a base telephone number) to allow you to identify the origin of long distance toll calls. Telephone calling cards for various activities on an installation provide a similar service that lets you divide the monthly toll call billing statement among base activities. The telephone company bill gives each customer a separate summary per billing number.

**Interarea Dialing Behind the Private Branch Exchange (PBX)**—Lets you direct-dial an interarea DSN number from a telephone connected to a base PBX.

**International Direct Distance Dialing (ID3) Private Branch Exchange—(PBX)** An Air Force-contracted service that provides authorization for Air Force and Air Force-gained units to place long distance calls to and from outside the continental United States locations. Covers all other long distance calls that are not within the scope of the FTS-2000 contract.

**Inward-Outward Dialing**—Lets you dial calls directly to and from base telephone stations without operator assistance. It speeds service, reduces switchboard operator workload, and lowers operating costs.

**Precedence Dialing Behind the Private Branch Exchange (PBX)**—Lets you direct-dial a DSN precedence call from a telephone connected to a base PBX.

**Prewiring**—Procuring and installing communications and information wiring as an integral part of major facility construction and alteration projects. The current engineering and construction technical letters on prewiring and communication and information requirements provide specifics.

**Private Branch Exchange (PBX)**—A subscriber-owned telecommunications exchange that usually includes access to the public switched network.

**Public Commercial Communications Service**—Service that includes coinbox and coinless pay-station telephones available from local telephone companies and inter-LATA (local access and transport area) carriers.

**RED Switch**—A voice telephone switching system designed and installed to allow for processing RED (unencrypted) secure conversations. The system has adequate isolation between channels to prevent crosstalk. The distribution system provides adequate shielding ensuring radiation of RED data does not occur. The design allows no multiple-party access without the knowledge of the principal users. Subscribers are placed in and out of service when station equipment is not under the scrutiny of properly cleared persons. RED switch interfaces provide encryption and allow subscribers access to other secure networks.

**Remote Switching Terminal**—An electronic remote switch placed at a subordinate wire center for subscriber lines and normally considered a part of the main switching equipment. A concentrator installed at a remote location to reduce the number of trunks needed to connect remote subscribers to the main switching equipment may serve the same purpose. It may rely on the main telephone system for processor control supervision, trunking, and operator assistance.

**Satellite Telephone System**—A separate system from the main base telephone facility that provides local independent telephone service but relies on the main base facility for trunking and operator assistance.

**Tactical Switchboard**—This switchboard operates independently from the base switchboard and provides telephone service for designated subscribers for command and control and other combat-essential purposes. In many cases the tactical switchboard is collocated with the base

switchboard to keep the number of switchboard attendants at a minimum.

**Tariff**—Rates or charges for a business or public utility by commercial telephone companies and filed with a public regulatory agency.

**Telephone Control Officer (TCO)**—Individual who authorizes and controls long distance telephone toll calls within a unit.

**Tie-Line Service**—Directs trunks between two telephone exchanges that have dial-to-dial termination. When a base or activity needs frequent telephone contact with another government agency or customer served by a different telephone exchange, direct tie-lines are usually more economical and convenient.

**Unofficial Commercial Telephone Service**—Telephone service that directly connects private telephones to a commercial telephone exchange. Not required for conduct of official business. This includes telephone service in military housing, non-appropriated fund facilities, commercial activities, and other facilities.

**Verification**—Confirmation of the accuracy of bills.

**Attachment 2****CONDITIONS FOR OFFICIAL TELEPHONE SERVICE IN PERSONAL QUARTERS**

**A2.1.** Designate only positions requiring immediate communications response for command and control. Maintain written designation on file in the activity that provides the service.

**A2.2.** Provide official service with either direct lines to the base telephone switchboard or Class C lines. Provide DSN access if mission essential.

**A2.3.** You may use multi-line instruments to terminate official and unofficial lines in approved quarters.

A2.3.1. The serving communications unit provides this service.

A2.3.2. The occupant of the quarters bears any cost for the multi-line instrument that exceeds the cost of providing approved official service.

A2.3.3. Use a government-owned instrument when it provides the lowest cost to the government.

A2.3.4. In calculating lowest cost, consider the costs of reworking cable, removing and replacing instruments, purchasing instruments, and so on for current and future occupants.

## Attachment 3

**SPECIAL TELEPHONE FEATURES AND SERVICES FOR SPECIFIC BASE ACTIVITIES**

**A3.1. Telephone Service in Government Transient Facilities.** The Comptroller General's ruling says: "Where sufficient official need exists for a telephone not in private quarters, appropriated funds may be used, regardless of the incidental personal benefit to the occupant." Based on this decision, the Secretary of the Air Force, General Counsel, authorized using appropriated funds for telephone service and equipment in transient quarters. In providing service to transient facilities, apply the following guidelines:

A3.1.1. Host MAJCOMs set controls to ensure that the Air Force does not pay for unofficial or personal toll calls with appropriated funds, establish controls through system hardware and software configurations, if possible, and set up direct toll billing procedures for transient residents.

A3.1.2. The MAJCOM may authorize direct access from transient billets to DSN and the local calling area. Don't use appropriated funds to pay message unit charges accrued for unofficial or personal individual calls to the local area.

A3.1.3. When providing telephone service to transient personnel, undertake the responsibilities detailed in the Telephone Operator Consumer Service Improvement Act (Public Law 101-435, *Telephone Operator Consumer Services Improvement Act of 1990*, codified in Title 47 U.S.C. Section 226, *Telephone Operator Services*).

A3.1.4. Provide dial-up modem access for distinguished visitor (DV) quarters, and DV lounges. Consider providing dial-up modem access for non DV quarters, and non DV lounges.

**A3.2. Telephone Service for Medical and Hospital Facilities.** Air Force medical treatment facilities (e.g., hospitals, clinics, aid stations, physiological training units) reimburse the host base for commercial communications services furnished by or through the base (see AFI 65-601V1). The host base funds services such as the base fire-crash network and other alarm circuits.

**A3.3. Official Telephone Service for Hospitalized Active Duty Military Personnel.** A hospital room is the duty location for hospitalized personnel. Provide Class C telephone service unless the base CSO approves a higher class of service or special features.

**A3.4. Private Telephone Service for Hospital Patients.** The hospital administrator coordinates with the base CSO to give private unofficial telephone service to hospital patients who request it. A contractual agreement for commercial service is solely between the patient and the commercial company providing the service. When the government provides Class B service, the patient must pay the recurring cost plus the cost of individual toll calls.

**A3.5. Telephone Service for Contractors.** The Air Force may provide official telephone service for contractors. Stipulate provisions for this service in the contract. Regardless of base telephone ownership, these provisions apply:

A3.5.1. Contractors normally use commercial service when available and practical.

A3.5.2. The Air Force charges the contractor public tariff rates for supplemental services. These services include facilities such as key equipment, special switchboards, private lines, and FEX lines for

the exclusive use of the contractor. In the absence of tariff rates, or if tariff rates are excessive, the wing commander determines equitable charges based on the actual cost of providing the services.

A3.5.3. The Air Force furnishes long distance service from Class B-2 telephones to contractors, on a reimbursable basis, for the actual charge, plus tax, except:

A3.5.3.1. When the Air Force provides telephone services, contractors pay federal tax except on toll and telegraph charges.

A3.5.3.2. When contractors arrange for their own telephone service, they pay federal tax.

A3.5.3.3. When the contractor charges for official military use of telephone facilities, the base CSO arranges for telephone systems' tax exemption certificates to relieve the contractor of tax liability for these charges. The contractor initiates these certificates and submits them to the local telephone company.

A3.5.4. Air Force activities do not give government telephone calling cards to contractors.

A3.5.5. The procedures for authorizing, controlling, and recording long distance service also apply to official collect telephone calls that contractor personnel place or receive.

A3.5.6. The agency funding the contract reimburses the host base for telephone charges that the contractor incurs.

A3.5.7. CJCSI 6215.01 provides guidance on when United States civilian contractor personnel can use the DSN.

**A3.6. Telephone Service for Nonprofit Organizations.** Nonprofit organizations do not pay charges for services on an Air Force installation when performing a function related to, or furthering a federal government objective or one that is in the interest of public health and welfare.

**A3.7. Telephone Service for Government Employee Labor Unions.** The wing commander determines which labor unions meet the definition of paragraph A3.6. Labor unions that do not fit this definition pay Class B-2 rates for telephone service. Provide only reimbursable long distance telephone service. Do not authorize DSN access.

**A3.8. Telephone Service for Public Schools.** Public schools normally use commercial telephone service on Air Force installations. The school reimburses the government for the cost of Class B services.

**A3.9. Telephone Service for Government-Operated Schools.** Provide Class A-2 and Class C-2 telephone service to government-operated school facilities for military dependents on an Air Force installation.

**A3.10. Telephone Service for the American Red Cross.** Provide official telephone service (Class A or Class C) without reimbursement if ARC personnel supplement MWR functions covered by the Air Force 34-series instructions. The ARC must use separate, unofficial telephone service to conduct unofficial business.

**A3.11. Telephone Service for Civilian Post Offices on Military Installations.** Provide reimbursable telephone service to on-base civilian post offices, branches, or stations.

**A3.12. Telephone Service for Commissaries.** Provide nonreimbursable official telephone service to commissaries. Accumulate costs for these services and report to the base-level AFO each quarter. Provide these telephone services to commissaries:

A3.12.1. Official Service for CONUS and Hawaii Commissaries. Provide official service in retail sales stores, including key equipment, using appropriated funds. Reimbursement of charges for telephone service from surcharge funds will conform with DoD cash management and debt collection policies. The host MAJCOM provides one Class A telephone in the administrative office to handle troop issues and serve command management (above retail sales store level). The wing commander determines how to apportion telephone service charges when the resale and command management or troop issue functions share service.

A3.12.2. Official Service for Alaska and Overseas Commissaries. The host MAJCOM provides official telephone service without charge for these areas.

**A3.13. Telephone Service for Military Clothing Sales Stores.** “In order to conduct official business related to military clothing sales,” provide official telephone service, at no charge, “to the retail agent authorized to stock, sell, and issue” military clothing.

**A3.14. Telephone Service for Morale, Welfare, and Recreation Activities.** Policy and authority for communications support to MWR activities is in AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities*.

A3.14.1. Provide reimbursable communications services when the Air Force does not authorize using appropriated funds.

**Attachment 4****CHARGES FOR BASE TELEPHONE SERVICES**

**A4.1. Class A Service.** (See [Attachment 1](#).) Monthly charges for Class A telephone services provided from government-owned or commercially leased telephone systems are:

A4.1.1. Class A-1. Provide Class A-1 service without cost to Air Force activity users. Accumulate monthly toll and other specialized communications charges to Air Force tenant units not directly supporting the host base mission and send them to the local AFO for reimbursement by the tenant unit to the host base (AFI 65-601V1).

A4.1.2. Class A-2.

A4.1.2.1. DoD tenants directly supporting the host base mission receive Class A-2 service without cost.

A4.1.2.2. DoD tenants not directly supporting the host base mission (including ARC) receive basic Class A-2 service without cost. Accumulate monthly toll and other specialized communications charges and send them to the local AFO for reimbursement by the tenant unit to the host base (AFI 65-601V1).

A4.1.2.3. MWR activities that do not receive communications support according to paragraph A3.14. reimburse the Air Force for the service. Use the same rates as the commercial carrier serving the installation. Station lines cost at least \$14 per month and each station termination in the community costs at least \$3.50. Compute all other charges, such as installation, miscellaneous, and special equipment charges, using the same procedures as for Class B telephone service. Pay the Air Force according to DFAS-DER 177-102.

A4.1.3. Class A-3 rates for Class A-3 service are the same as those paid by the installation to the commercial carrier. Station lines cost at least \$14 per month and each station termination in the community costs at least \$3.50, plus all other charges (tolls, installation, relocation, and specialized equipment charges based on local telephone company tariffs for U.S. bases including Hawaii and Alaska). Installation and relocation charges for overseas bases are the same as Class B. The user pays additional costs for facilities such as trunks, tie lines, toll terminals, and incidental operation or maintenance personnel.

A4.1.4. Class A-4. Provide telephone service for the Defense Commissary Service retail sales stores according to paragraph A3.12. Charges for reimbursable service are the same as for Class A-2 service (see paragraph A4.1.2).

**A4.2. Emergency Notification (911) Service.** (See [Attachment 1](#) for definition.)

A4.2.1. The United States Comptroller General ruling sets emergency notification service charges as:

A4.2.1.1. Proper and payable if imposed by a telephone company for its own services and duly permitted by the tariff.

A4.2.1.2. Improper when the state or local government actually imposes the charge and merely uses the telephone company as a collection agent. In such cases, notify the telephone company that the U.S. Government is Constitutionally exempt from the 911 service fee and cannot legally pay the fee.



A4.2.2. If it is unclear whether the charge is a fee or a tax, contact the staff judge advocate, base legal office, MAJCOM, or comptroller for guidance.

A4.2.3. This guidance does not apply to fees for private telephone service for on-base residents. If base housing is in an area where the base provides fire, police, and other emergency services, residents may challenge the emergency notification service charge. However, because telephone service to on-base residents is a private contract between the subscriber and the telephone company, on-base residents cannot claim exemption from the charge on the basis of sovereign immunity.

**A4.3. Class B Service.** (See [Attachment 1](#) for definition.) DoD Comptroller establishes rates for Class B telephone services covered in this instruction on an annual basis. These charges apply when government-owned or commercial telephone systems provide Class B service.

A4.3.1. Class B Installation, Activation, and Relocation Charges. The installation, activation, and relocation charges for Class B stations apply regardless of whether previous wiring or other telephone connecting devices are available. Installation, activation, and relocation charges for external miscellaneous devices (e.g., jacks, buzzers, gongs, etc.) are the same as those charged by the nearest United States owned and operated telephone company providing similar services.

A4.3.2. Class B Schedule of Rates. Rates are set annually by DoD and published in Rates for Class B services. Class B services are:

A4.3.2.1. United States Rates:

A4.3.2.1.1. Flat monthly rates for various classes of unofficial telephone service provided by government-owned or commercial telephone systems in the United States (including Hawaii and Alaska) are the same as those set by the local commercial telephone company providing city trunking to the base, post, or station.

A4.3.2.1.2. Rates are not less than those listed for unofficial service by government-owned facilities in overseas locations.

A4.3.2.1.3. Rates exclude mileage or special facility construction charges that the local commercial telephone company charges to the public.

A4.3.2.1.4. Use the rate of the company providing city trunking to the base, post, or station when more than one commercial telephone company operates in the vicinity.

A4.3.2.1.5. Rates apply to the types of services provided, such as private lines, multiparty lines, and extension telephones.

A4.3.2.1.6. Installation, activation, and relocation charges for all types of government-provided Class B main and extension stations in the United States (including Hawaii and Alaska) are at the same rates as those paid by the base to the commercial telephone company. They are not less than the charges based on the flat monthly rate.

A4.3.2.1.7. Charges for installing or activating main stations and extensions are not less than the charges for 1 month of the same type of service and not less than 40 percent of the main station installation or activation charge for extension stations.

A4.3.2.1.8. Relocation or activation charges for main or extension stations are not less than the amount computed for installing or activating extension stations.

#### A4.3.2.2. Overseas Rates for Class B Stations:

A4.3.2.2.1. Government-Owned Telephone Facilities. Installation or activation charges for Class B lines provided by government-owned telephone facilities are the same as the flat monthly rate for that type of Class B service. Installation or activation charges for each additional station line termination are 40 percent of the flat monthly rate for that type of Class B service. Relocation charges for each extension line termination are the same as installation or activation charges for additional wiring and telephone jacks.

A4.3.2.2.2. Leased-Telephone Facilities. Installation, activation, and relocation charges for all types of Class B main and extension stations are at the same rates as those paid by the base for the service.

A4.3.3. Flat monthly rates for various classes of unofficial telephone service provided by government-owned telephone facilities in overseas locations, unless otherwise modified by status-of-forces agreements, or DFAS-DER 177-102 are:

A4.3.3.1. Class B-1: \$22.95.

A4.3.3.2. Class B-2: \$40.65.

A4.3.3.3. Class B Party-Line Service. Applicants who want party-line service may choose two- or four-party service, if available. When more than one Class B party receives service over the same base telephone line, flat monthly charges for party-line service are the same charges paid by the installation to the commercial company but not less than these schedules:

A4.3.3.3.1. Two-Party Service. The minimum flat monthly charges for two-party line base telephone-service are:

A4.3.3.3.1.1. Class B-1a: \$17.25.

A4.3.3.3.1.2. Class B-2a: \$30.50.

A4.3.3.3.2. Three-Party Service. No provision is made for three-party service in the DoD-authorized standard services and rates for Class B subscribers.

A4.3.3.3.3. Four-Party Service. Applicants selecting four-party service pay the monthly rate shown, regardless of the "line fill." The line fill may fluctuate from one to four parties on the line as other subscribers are disconnected from, or added to, the line. The maximum flat monthly charges that apply to four-party line base telephone service are:

A4.3.3.3.3.1. Class B-1b: \$11.50.

A4.3.3.3.3.2. Class B-2b: \$20.35.

A4.3.4. Restricted Service. When Class B individual, two-party, or four-party services are restricted to on-base connections without access to the telephone company central office or long distance service, 75 percent of the applicable flat monthly charges for Class B service applies.

A4.3.5. Class B Supplemental Service and Equipment. The user pays the costs for facilities and services beyond those covered by the standard rates, including:

A4.3.5.1. Miscellaneous Equipment and Special Features. Charges for miscellaneous equipment, such as single line telephone instruments, external ringers, flashing lamps, and other station accessories are the same as those charged for similar services by the nearest U.S. owned and operated

telephone company. Charges for special features and services provided from the base telephone switch, such as three-way calling, call waiting, call forwarding, and other features, are the same as those from the nearest U.S. owned and operated telephone company. This charge applies to all classes of unofficial service.

A4.3.6. Long Distance Calls. The subscriber of the Class B station originating the call pays the cost of unofficial long distance calls. The cost is consistent with telephone company charges. Do not use the FTS-2000 for unofficial calls, even on a reimbursable basis. The CSO must make sure subscribers can place commercial long distance calls at the bases where Class B service is provided.

A4.3.7. Mileage. The user pays the monthly charges for line mileage to reach off-premise Class B telephones.

A4.3.8. Class B Taxes. Compute federal taxes when they apply to Class B service according to the rates in the Internal Revenue Code. Apply federal taxes on billing for local and long distance service contractors, commissioned officers' and NCO open messes, and similar activities. Personal long distance service from tax-exempt agencies is taxable. Do not collect Federal taxes on billing to the ARC and Federal credit unions (Title 26 U.S.C. Section 4293, *Exemption for United States and Possessions*). Collect federal taxes from service clubs and base exchange activities. Installation and relocation charges are not subject to federal taxes.

A4.3.9. Class B Charges. Charges to Class B users are subject to DFAS-DER 177-102 and the following policies:

A4.3.9.1. Charging for Service and Equipment. Bill service and equipment charges (including taxes when applicable) to Class B subscribers in the first monthly bill after the charges are incurred, except when the wing commander requires advance payment. Prorate advance payments when service begins after the start of the billing period.

A4.3.9.2. Billing Long Distance Calls. Bill long distance service charges to Class B subscribers with the first regular monthly bill after receiving the commercial telephone company bill for the service. Long distance telephone charges do not require advance deposits.

A4.3.9.3. Billing Local Calls. The standard rates for Class B service apply regardless of whether the telephone company furnishes local service at a flat or measured rate. The standard rates entitle the Class B subscriber to make local calls without additional charge. *EXCEPTIONS:* When message unit charges apply and when automatic number identification equipment can identify the individual subscriber station making the call, bill message-unit charges to the user.

A4.3.9.4. Prorating Charges. When a subscriber receives service for only a part of the monthly billing period, or when a service outage exceeds 24 hours, prorate the charge. Prorate bills according to the approved tariff or prorating procedures of the local telephone company. The subscriber service outage period begins when the subscriber reports the outage and ends when the telephone company restores service.

A4.3.9.5. Recurring Charges. Bill charges for supplemental services and equipment to the user at local telephone company rates. Bill supplemental service and equipment charges for a part of the billing period to the subscriber at the full monthly rate and do not prorate.

A4.3.9.6. Collecting. The AFO collects charges from users of Class B telephone service (DFAS-DER 177-102). Wing commanders may institute a payroll-deduction plan to pay for Class B telephone service.

A4.3.9.7. Depositing Money Received for Services. Account for money received for telephone service as public funds according to prescribed Air Force policies and procedures for reimbursement to appropriated funds (DFAS-DER 177-102).

**A4.4. Class C Service.** The conditions and arrangements for providing Class A service from either a government-owned or a commercial telephone system also apply to providing Class C service. Charges for Class C service are:

A4.4.1. Class C-1. Same as Class A-1.

A4.4.2. Class C-2. No cost to the subscriber except that toll and other specialized communications charges to DoD tenants not directly supporting the host base mission accumulate monthly and are sent to the local AFO for possible reimbursement to the Air Force (DFAS-DER 177-102). Defense Commissary Service facilities and retail sales stores in CONUS must reimburse the government for communications support at the rate of \$4 per month for each station line termination and \$2.50 for each extension station line termination. Charges for installation, moves, and special and miscellaneous equipment are additional. Compute installation and relocation charges in the same manner as for Class B telephone installation and relocation.

A4.4.3. Class C-3. Same as Class C-2, except for installation, relocation, and specialized equipment charges which are determined by local telephone tariffs for bases in CONUS, Hawaii, and Alaska and determined by Class B charges as shown in paragraph A4.3.2.2 for overseas bases.

A4.4.4. Class C-4. Same as Class C-2, except for the troop issue function of the commissary.

## Attachment 5

## FORMAT STANDARDS FOR TELEPHONE DIRECTORIES

**A5.1. Directories.** Each telephone directory must contain a section for general information, organizational listings, and alphabetical listings. The wing commander may also authorize a personnel listing section.

A5.1.1. General Information. This section tells readers how to use the installation telephone system.

A5.1.1.1. It should explain how to:

A5.1.1.1.1. Use the installation telephone system, including directions for making on-base, local-area, long distance, and overseas calls, and for using special telephone features, such as call-forwarding, conference-calling, speed-calling, and so on.

A5.1.1.1.2. Use the Secure Voice Communications Network, including STU-III instruments, if the installation has such equipment. Describe how to schedule and use the installation common-user terminals. The MAJCOM may permit subscriber designators and numbers in this section of the directory.

A5.1.1.1.3. Make DSN calls. Describe the telephone precedence system, with instructions that agree with ACP 134.

A5.1.1.1.4. Report telephone service problems.

A5.1.1.1.5. Report nuisance and bomb-threat calls.

A5.1.1.1.6. Identify mission needs for new telephones and services (AFI 33-103).

A5.1.1.1.7. Use MINIMIZE. Describe its effects per ACP 121 United States Supplement (USSUP) 1F, (C) *Communications Instructions-General (U)*.

A5.1.1.1.8. Request or terminate unofficial (Class B) telephone service, when applicable. Include a statement that the Air Force reserves the right to enter premises where it provides such telephones to inspect, repair, or remove equipment.

A5.1.1.2. Design your directory so that it shows:

A5.1.1.2.1. Locations and DSN numbers of frequently called activities on the installation. Extract the numbers from the *DoD Worldwide DSN Directory*.

A5.1.1.2.2. Installations where the caller can dial numbers direct (direct in-dial capability) by Xs following the two-digit or three-digit DSN prefix (e.g., 868-XXXX).

A5.1.1.2.3. The unit providing the telephone service, directory updates, and repair service.

A5.1.1.2.4. Common-user facsimile numbers and locations. Include verification numbers.

A5.1.2. Organizational Listings. This section lists all units in alphanumeric order served by the telephone exchange. Put the MAJCOM and installation activities first. Show the main staff offices of each organization. Use official titles to identify each major function, per AFI 38-101, *Air Force Organization*.

A5.1.2.1. You may optionally name officers with staff office entries. Include building address or location designators, and show the office functional address symbol after each major element, per AFI 37-127, *Air Force Standard Functional Address System* (will become AFI 33-327).

A5.1.2.2. Print only one telephone number on each line; show an alternate number, if any, on a separate line. List only the first number of a rotary-sequence telephone system.

A5.1.2.3. Do not list Class A numbers if the subscriber is also served by Class C service. For facsimile numbers serving the organization, show the building number, functional address, office symbol, and verification number.

A5.1.3. Alphabetical Listings. This section contains an alphabetical listing of all activities. Use acceptable military titles that users can easily understand. Include building numbers and room numbers if needed. Each activity may have as many listings as it has common names. Cross-reference entries for reader convenience. For example, the reader may look for NCO Club under “N” for “NCO Club” or under “C” for “Club, NCO.” Avoid listing all units under such entries as Commander, Chief, and Executive Officer, because users can easily find these titles in the organizational listing section.

A5.1.4. Personnel Listing (Optional). This section follows the classified listing. Show on a single line name, grade, duty telephone number, office symbol, and building number. Do not list home telephone numbers (Class B) and personal commercial telephone numbers unless personnel have given written consent to publish them (AFI 37-132, *Air Force Privacy Act Program* [will convert to AFI 33-332]).

## **A5.2. Cover Requirements.**

A5.2.1. Cover Page. The cover page must contain the following information:

A5.2.1.1. Host MAJCOM.

A5.2.1.2. Installations served and their locations (include state or country). Include organizational emblems when space permits.

A5.2.1.3. DSN and commercial prefixes (include area code) for the installation, operator assistance numbers, and directory assistance number.

A5.2.1.4. Date published.

A5.2.1.5. Emergency telephone numbers.

A5.2.1.6. COMSEC notice and the consent statement from DoDD 4640.6 at the bottom.

A5.2.2. Inside Front Cover. The inside front cover contains a table of contents. Make sure the table of contents lists the principal units served by the telephone exchange and page references.

A5.2.3. Inside Back Cover. The inside back cover lists key fire alarm boxes and public pay telephone locations. Include telephone numbers for the public pay telephones and indicate which have audio amplifiers.

A5.2.4. Outside Back Cover. The outside back cover lists frequently called telephone numbers for service activities (e.g., billeting, base operations, finance, barber shops, and on- and off-base taxi service). Show commonly used names and avoid local nicknames.

## **A5.3. Consider.**

A5.3.1. Including an installation map.

A5.3.2. Using slogans to provide helpful reminders on various topics (e.g., safety, security, and energy conservation) important to the Air Force community.

A5.3.3. Using illustrations with slogans. Relate them directly to the subject matter and use good taste.

A5.3.4. Using an international time zone chart.

A5.3.5. You may use colored paper for telephone directories. You may use a different color for each section of the directory to make it easier to use. For combined installation guides and directories, colored paper can help users quickly locate a directory section.

**Attachment 6****TELEPHONE SYSTEMS MANAGEMENT CHECKLIST****A6.1. Major Command and Communications and Information Systems Officer Responsibilities.**

A6.1.1. Is an AF Form 1218 used to establish CSA in areas where a public utility commission requires tariff or regulated services (e.g., central office trunking, business lines, FEX service)? (paragraph 1.1.2)

A6.1.2. Are competitive bids obtained through appropriate procurement channels for untariff and unregulated services.? (paragraph 1.1.3)

**A6.2. Major Command Responsibilities.**

A6.2.1. Has the MAJCOM established procedures to ensure new or changes to existing CSAs are consistent with Air Force policy? (paragraph 1.2.1)

A6.2.2. Has the MAJCOM established procedures that require the base CSO to verify that proposed leased regulated services do not exceed CSA authorizations? (paragraph 1.2.2)

A6.2.3. Has the wing commander established local policy for handling incoming official collect calls? (paragraph 4)

A6.2.4. Do telephone credit cardholders sign a statement acknowledging receiving a telephone credit card, and is the statement kept on file? (paragraph 8.2)

A6.2.5. Does the MAJCOM ensure installations under their commands complete annual physical inventories of all leased telephone services used on the installation? (paragraph 9.1)

A6.2.6. Does the MAJCOM ensure installations under their command establish internal controls over leased telephone services and monthly lease payments? (paragraph 9.2)

A6.2.7. Does the MAJCOM conduct reviews to ensure installations under their command have a complete and valid inventory of base telecommunications equipment and services, and have established inventory controls? (paragraph 9.3)

A6.2.8. Does the MAJCOM ensure installations under their command validate the telephone bills as official, before authorizing payment? (paragraph 9.4)

A6.2.9. Does the MAJCOM ensure that personnel who are involved in processing regulated telecommunications services receive proper (CSA) training ? (paragraph 9.5)

A6.2.10. Does the MAJCOM ensure a separate class of service is established for numbers with 1-900 capabilities? (paragraph 13.4.1)

A6.2.11. Does the MAJCOM ensure the guidelines established in DISAC 310-225-1, Chapter 6, are being used to restrict DSN PAT access to a percentage of DSN users? (paragraph 14)

A6.2.12. Is the MAJCOM approving the purchase of new key systems only when there is a clear operational requirement that cannot be met by the base telephone switching system? (paragraph 19)

A6.2.13. Are DRSN requirements processed according to CJCSI 6215.01 and USAFINTEL 201-1, or AFSSI 4100? (paragraph 24.2.1)



**A6.3. Communications and Information Systems Officer Responsibilities.**

A6.3.1. Does the base CSO inventory leased telephone services annually, reconcile all discrepancies, update the inventory for added or deleted services, and verify the amount and type of service authorized on the CSA? (paragraph 10.1.3)

A6.3.2. Does the base CSO control on- and or off-netting to ensure it doesn't negatively affect the overall base mission? (paragraph 10.1.4)

A6.3.3. Does the base CSO conduct voice operations according to ACP 134? (paragraph 10.1.6)

A6.3.4. Has the base CSO established guidelines to ensure FTS-2000 users are informed of the proper procedures used to report misdialed or wrong numbers? (paragraph 10.1.12)

A6.3.5. Has the base CSO or the base CSO's representative briefed all TCOs on TCO duties and responsibilities? (paragraph 10.1.13)

A6.3.6. Has the base CSO set up positive controls to prevent unauthorized telephone switching system software modifications? (paragraph 10.2.1)

A6.3.7. Has the base CSO appointed personnel to secure the RDS service? (paragraph 10.2.2)

A6.3.8. Has the base CSO established procedures to restore telephone service promptly? (paragraph 10.2.3)

A6.3.9. Does the base CSO monitor construction activity to protect government-owned or commercially leased communications and information cables (aerial and buried) during excavation or construction and ensures digging permits are reviewed and processed prior to any excavation work. (paragraph 10.3.1)

A6.3.10. Does the base CSO ensure that communications and information personnel follow AFI 32-1031 when excavating for communications and information cables or facilities? (paragraph 10.3.2)

A6.3.11. Does the base CSO review statements of work for base pay telephone service to make sure this service does not interfere with base official telephone service? (paragraph 10.4.1)

A6.3.12. Does the base CSO maintain a current copy of all applicable CSAs with the necessary tariff information to ensure proper monthly telecommunications certification? (paragraph 10.4.8)

A6.3.13. Are approved requests for FTS-2000 service being sent to the host MAJCOM/FOA prior to forwarding them to the appropriate DISA office for processing. DISAC 310-130-1 procedures apply? (paragraph 12.2)

A6.3.14. Does the base CSO ensure customer account codes are established for each organization using telephone numbers with 1-900 capabilities? (paragraph 13.4.2)

A6.3.15. Does the base CSO ensure an authorization code is established for each user authorized to dial 1-900 numbers? (paragraph 13.4.3)

A6.3.16. Does the base CSO ensure cable maintenance personnel are familiar with the Air Force policy on lead telecommunications cables? (paragraph 16)

A6.3.17. If the base cable plant can support the single line telephone concept, are single line telephone instruments being installed to the maximum extent possible where digital telephone switching systems are installed? (paragraph 18)

- A6.3.18. Have all key systems been evaluated for conversion to single line concept? (paragraph 18)
- A6.3.19. Are MAJCOM waivers kept on file for newly installed key systems? (paragraph 19)
- A6.3.20. Does the base CSO ensure CT services are provided only when they are the most cost-effective way to provide the necessary service? (paragraph 20)
- A6.3.21. At locations without a communications service activity, has the senior ranking individual designated a responsible activity to install and maintain unofficial telephone wiring in dormitories, military family housing, visiting airmen's quarters, visiting officers' quarters, temporary lodging facilities, etc.? (paragraph 23.1.2)

#### **A6.4. Telephone Systems Security.**

- A6.4.1. Are telephone systems personnel familiar with security features available in the telephone system switch? (AFSSI 5033, paragraph 2.1.1)
- A6.4.2. Have all components of the telephone system been evaluated for security risk to minimize the vulnerability of unauthorized access (e.g., switch-room, telephone system, and auxiliary processors such as fax machines, modems, recorded announcement equipment, printers, terminals, and computers)? (AFSSI 5033, paragraph 2.1.2)
- A6.4.3. Has the mission support flight commander appointed a telephone systems security administrator? (AFSSI 5033, paragraph 1.1.4)
- A6.4.4. Has a security program that addresses computer security and controlled area security concerns been established? (AFSSI 5033, paragraph 2.1.4)
- A6.4.5. Does the workcenter evaluate the security program using a self inspection checklist at least semi-annually? (AFSSI 5033, paragraph 2.1.5)
- A6.4.6. Do telephone systems personnel ensure access to central office features is controlled by use of subscriber class of service or class of restrictions? (AFSSI 5033, paragraph 2.1.7)
- A6.4.7. Do telephone systems personnel monitor the telephone switch to identify changing calling patterns, system uses, and possible security issues? (AFSSI 5033, paragraph 2.1.8)
- A6.4.8. Are internal and external users provided access only to the facilities, functions, commands, and calling privileges their jobs require (e.g., limiting access to the telephone system database only to a specific few users). (AFSSI 5033, paragraph 2.1.9)

#### **A6.5. Passwords.**

- A6.5.1. Are passwords composed of alphanumeric characters with at least one special character? (AFSSI 5033, paragraph 3.1.1)
- A6.5.2. Is password length a minimum of 6 alphanumeric characters? (AFSSI 5033, paragraph 3.1.2)
- A6.5.3. Do telephone systems personnel periodically change their passwords to maintain integrity of the password system? (AFSSI 5033, paragraph 3.1.3)
- A6.5.4. Is the maximum lifetime of a password 180 days or less? (AFSSI 5033, paragraph 3.1.3.1)
- A6.5.5. Are passwords changed when a user's access is removed due to punitive action or at the request of the user's commander? (AFSSI 5033, paragraph 3.1.3.2)

A6.5.6. Is the password grace period set to 3 duty days? (AFSSI 5033, paragraph 3.1.3.3)

A6.5.7. Are telephone systems personnel writing down passwords or storing them in any easily accessible location (e.g., a function key)? (AFSSI 5033, paragraph 3.1.5)

#### **A6.6. Access Controls.**

A6.6.1. Is physical switch-room access limited by the local communications unit to the fewest personnel required to accomplish the mission? (AFSSI 5033, paragraph 4.1.1)

A6.6.2. Does the switch cease to respond to logon attempts from a user (remote or otherwise) after three attempts? (AFSSI 5033, paragraph 4.1.3.3)

A6.6.3. Does the switch issue a real-time alarm to notify the switch administrator of all repeated logon attempts? (AFSSI 5033, paragraph 4.1.3.4)

A6.6.4. Has the workcenter supervision established procedures for dealing with periods of inactivity on the terminals? (AFSSI 5033, paragraph 4.1.3.5)

A6.6.5. Are user passwords and system commands class marked to provide required level of protection? (AFSSI 5033, paragraph 4.1.5.1)

A6.6.6. Is the administrative user function assigned to no more than three telephone systems technicians? (AFSSI 5033, paragraph 4.1.5.3)

A6.6.7. Is the security administrative user prevented from accessing maintenance functions or other areas when performing their duties? (AFSSI 5033, paragraph 4.1.5.5)

A6.6.8. Are contractor users assigned only to the dial-up ports that are dedicated for contractor access? (AFSSI 5033, paragraph 4.1.5.6)

A6.6.9. Does a security banner appear immediately upon logging into the telephone system? (AFSSI 5033, paragraph 5.1.1)

A6.6.10. Do positive barriers exist to prevent all system modifications, except those for specific emergency or directed maintenance actions? (AFSSI 5033, paragraph 6.1.1)

A6.6.11. Does the switch provide the capability to open and close a time window for the remote maintenance access ports of the switch? (AFSSI 5033, paragraph 6.1.2.3)

A6.6.12. Are measures taken to ensure remote users' passwords are used one time only? (AFSSI 5033, paragraph 6.1.2.4)

A6.6.13. Does remote login make use of automatic dial-back capabilities? (AFSSI 5033, paragraph 6.1.3)

A6.6.14. Are remote ports kept disconnected from all trunks and lines leaving the central office when not in use? (AFSSI 5033, paragraph 6.1.6)

A6.6.15. Are modems, telephones, or other ancillary equipment items kept disconnected or off-line from the remote switch access (RSA) port leaving the central office, except during RSA? (AFSSI 5033, paragraph 6.1.7)

A6.6.16. Does the workcenter maintain a list of personnel that require RSA (government and contractor personnel)? (AFSSI 5033, paragraph 6.1.8)

A6.6.17. Does the workcenter maintain a log for all RSA? (AFSSI 5033, paragraph 6.1.10)